सत्यमेव जयते

# eOffice
## A DIGITAL WORKPLACE SOLUTION



Ministries

G2G/G2E

Autonomous Bodies

G2G/G2E

G2G/G2E

G2G/G2E

PSUs

G2G/G2E

Constitutional Bodies

States

eFile — Process, Monitor & Deliver

KMS — Create, Share & Collaborate

SPARROW — Assess, Process & Transparent

eLeave — Apply, Approval & Joining

PIMS — Information, Reports & Access Roles

eTour — Apply, Travel & Claim

eOffice

NIC एन आई सी
National Informatics Centre

# NIC NATIONAL INFORMATICS CENTRE

# eOffice

## A DIGITAL WORKPLACE SOLUTION

**Digital India**
Power To Empower

# Message from Hon'ble Minister

रविशंकर प्रसाद
RAVI SHANKAR PRASAD

मंत्री
विधि एवं न्याय, संचार
एवं
इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी
भारत सरकार
MINISTER OF
LAW & JUSTICE, COMMUNICATIONS
and
ELECTRONICS & INFORMATION, TECHNOLOGY
GOVERNMENT OF INDIA

## MESSAGE

The Government of India has launched the Digital India programme with the vision to transform India into a digitally empowered society and knowledge economy. It aims to provide the much-needed thrust to the nine pillars of growth areas, one of which is eKranti (Electronic Delivery of Services) with the idea of "Transforming e-Governance for Transforming Governance".

eOffice being an integral part of the Digital India Programme, is the medium to achieve a Simplified, Responsive, Effective and Transparent paperless working in Government offices. It provides a convenient way for officials to access information related to every aspect of their working and knowledge sharing by presenting a single gateway to information and services. It is being increasingly adopted by central and state Government departments for achieving the objective of Governance with Accountability, Transparency and Innovation (GATI) and to eliminate delays in Government offices. The speed and efficiency of eOffice not only assists departments in informed and quicker decision but also makes them go paperless.

I appreciate the efforts put in by the officers of National Informatics Centre (NIC) in this endeavor. I am happy to note that eOffice Book has come out and will provide a roadmap for effective implementation of eOffice in the Government departments across the country. Looking forward to continued cooperation with the Central and State Governments towards the smooth, successful and sustainable implementation of eOffice.

(Ravi Shankar Prasad)

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स्वच्छ भारत
एक कदम स्वच्छता की ओर

Digital India
Power To Empower

# Message from Hon'ble Minister of State

संजय धोत्रे
**SANJAY DHOTRE**

राज्य मंत्री
इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी, संचार एवं
मानव संसाधन विकास मंत्रालय
भारत सरकार
**Minister of State
Electronics & Information Technology,
Communications and
Human Resource Development
Government of India**

## MESSAGE

Digital India is an ambitious programme of Government of India to create a digitally empowered society with a focus to bring transformation to realize "Indian Talent (IT) + Information Technology (IT) → India Tomorrow (IT)". The programme weaves together many ideas and thoughts into a single, comprehensive vision so that each of them can be implemented as part of a larger goal.

eOffice is an important breakthrough towards strengthening the Governmental decision-making machinery by extending the use of modern information and communication technology to the Government processes. It aims to contribute significantly in transforming the core of the Government working which eventually would bring desirable values of transparency, efficiency, accountability and faster decision making. It promotes less paper office with greater collaboration and knowledge sharing.

I congratulate all the officers and staff of NIC involved in this endeavor for coming up with eOffice Book at the right moment when projects under Digital India and e-Kranti are being implemented across the country. I hope that this book proves to be ready reckoner for the Government departments to have a deeper understanding of eOffice and implementing it effectively.

**(SANJAY DHOTRE)**

*Digital India*
Power To Empower

स्वच्छ भारत
एक कदम स्वच्छता की ओर

# Message from Secretary, MeitY

भारत सरकार

अजय साहनी, आई.ए.एस.
**AJAY SAWHNEY,** I.A.S.

सचिव
इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी मंत्रालय
भारत सरकार
**Secretary**
**Ministry of Electronics &**
**Information Technology (MeitY)**
**Government of India**

## MESSAGE

Digital India programme is a flagship programme of Government of India which guarantees transparency, effective service delivery and good governance. Ministry of Electronics and Information Technology (MeitY) being torchbearer of Digital India, plays a key role in achieving easy, effective and efficient governance by providing public services electronically to the citizens at an affordable cost. National Informatics Centre (NIC) is driving the Digital India Initiative by successfully implementing large eGovernance projects and playing a central role in accelerating its growth at all levels of the Government. NIC is also taking positive steps in adoption of emerging technologies which have the potential to overcome the challenges that traditional technologies were not able to address.

eOffice, a Digital India Initiative, has the objective to bring in efficiency and standardization of processes in the internal working of the Government. It is a step forward into an era of paperless administration and aims to support governance by ushering in more effective and transparent Inter and Intra-Government processes. It also provides additional advantages like real time tracking & pendency of files, and effective monitoring the performance of employees.

I am happy to note that after much deliberations and effort, the 'eOffice Book' is now ready. I appreciate the hard work and effort that has gone in the making of this book. I am sure that the eOffice Book will benefit and encourage Government departments to become part of this digital revolution.

( Ajay Sawhney)

Place: New Delhi
Dated: 17th January, 2020

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• eOffice •

## Message from Director General, NIC



### Dr. Neeta Verma
Director General, National Informatics Centre

National Informatics Centre (NIC) has been closely associated with the Government in different aspects of Governance besides establishing a Nationwide State-of-the-Art ICT Infrastructure. It has also built a large number of digital solutions to support the Government at various levels, making the last-mile delivery of Government services to the citizens a reality.

eOffice is one such Digital Workplace Solution which was introduced with the objective to bring in efficiency and standardization of processes in the internal working of the Government. The Open Architecture on which eOffice has been built, makes it a standard reusable product amenable to replication across the Governments, at the Central, State and District levels and at International level.

It gives me immense pleasure to state that the "eOffice Book" is now ready with an objective to provide much needed and comprehensive roadmap for adoption of eOffice. I appreciate the hard work and effort put in by the officers of NIC in developing eOffice platform and all the organizations that have adopted eOffice and undoubtedly unleashed a huge transformation in decision making in the Government. I look forward to continued growth of eOffice adoption across all the Government organizations and seamless collaboration among them through eOffice.

(Dr. Neeta Verma)

# ACCOUNTABLE

# TRANSPARENT

# GOVERNANCE

## BECOME A PART OF

## eOffice

### A DIGITAL WORKPLACE SOLUTION

# Table of Contents

## Preface

Adoption of pre-existing legacy practices by Government departments leads to lack of transparency, accountability and delay in decision-making which in turn results in slowness in public service delivery. In addition to this, Government transactions, be they with citizens, other Governments, businesses or internal, have one core element i.e. Decision Making, which is delayed in the absence of eGovernance.

National Informatics Centre (NIC) has been continuously working towards a meaningful use of emerging technologies in governance across all levels of Government by executing key IT projects and thus playing a significant role in delivering citizen centric e-services. eOffice is one of the key IT projects of NIC, aimed at improving internal efficiencies in an organization through electronic administration leading to informed and quicker decision making, which in turn results in better public service delivery.
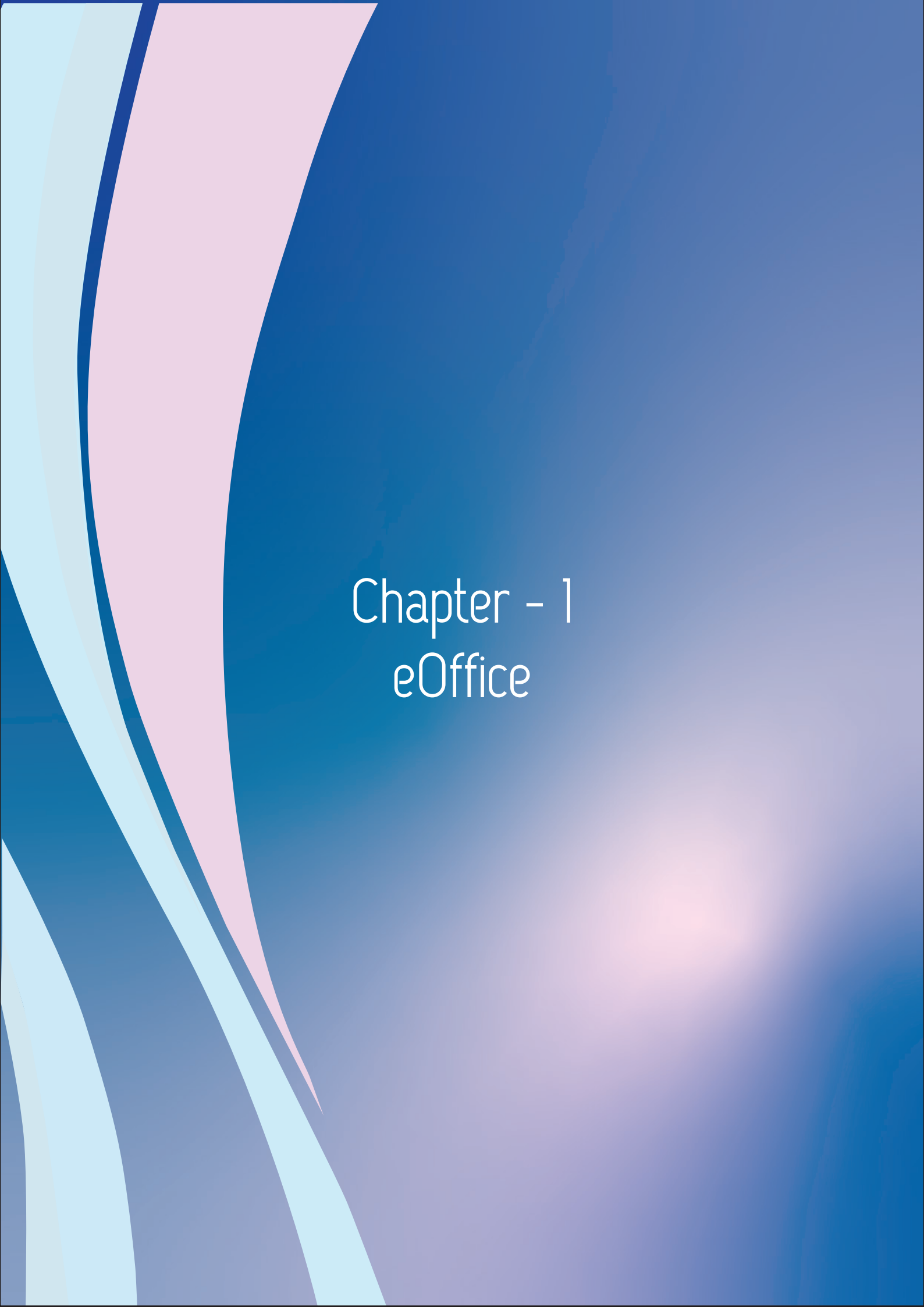
eOffice initiated in year 2009, with the objective to improve the Government functioning through more efficient, effective and transparent Inter-Government and Intra-Government transactions and processes. It is a complete digital work place solution for Government offices and is based on Central Secretariat Manual of eOffice Procedure (CSMeOP), formulated by Department of Administrative Reforms and Public Grievances (DAR&PG).

eOffice covers the entire gamut of office administration, which is amenable to replication across the Governments, at the Central, State and District levels. It is a web-based and cloud enabled product that brings together the independent functions and systems under a single framework. The aspects of extendibility, scalability, security, interoperability and open standards were also taken into consideration while defining the overall architecture. As product is rolled out in different kinds of organizations with a huge user base, varying from highest levels in the Government to the lowest, the feedbacks from them have resulted in development of a rugged eOffice platform that is enriched in an unparalleled way.

The formulation of 'eOffice Book' is our sincere efforts to layout the steps and actions that are required to be taken by the organizations for its continued growth and to bring in the uninitiated organizations to make a progress towards adoption of eOffice. The book can be divided into four parts; firstly, to give information about eOffice Product and its different components; secondly, to recognize the progress made in the Government on adoption of eOffice & to share the experiences of organizations that are using eOffice and the impacts it has made on their working; thirdly about eOffice Onboarding Process and Support Mechanism for implementation of eOffice; and lastly the roadmap towards the future growth of eOffice.

I am grateful to our Director General, Dr. Neeta Verma for reposing her confidence and giving me the opportunity to come out with eOffice Book. I acknowledge the support rendered by all my seniors and colleagues of NIC, NICSI and MeitY in preparation of eOffice Book. I would especially like to mention the valuable contribution and unstinting tireless efforts put in by all colleagues in my group. A special note of thanks to all the dignitaries from various Ministry/Departments, States and Local bodies for sharing their experiences in implementing eOffice in their organization and the impact it has made on their working.

Rachna Srivastava
Head of Group (eOffice)
Deputy Director General
National Informatics Centre

# Chapter – 1
## eOffice

Government transactions, both internal within Ministry & external entities and businesses, have one common objective i.e. decision making and disposal of cases. Function of the Government bodies is determined by the subjects assigned to concerned Ministry and Department which involves allocation of working in the Ministry. However, over a period of time, it has been observed that some pre-existing and legacy practices are still adopted by Government Departments which lead to lack of transparency and accountability, and more importantly, delay in decision making. Documents & Files moves slowly for clarifications or decision making through traditional departmental channels. Organisations flourish on information, yet access to it is not always easy to come by and employees tend to rely on informal networking.

eOffice project under e-Kranti which is the 5th pillar of Digital India is being increasingly adopted by central and state Government Departments for achieving the objective of Governance with Accountability, Transparency and Innovation (GATI). It is an important breakthrough towards strengthening the Governmental decision-making machinery by extending the use of modern information and communication technology to the Government processes.

eOffice provides numerous advantages, the primary motivating factor that leads organisations towards the adoption of eOffice is the mitigation of the difficulties in managing the legacy system.

**Time lag and lack of transparency**

Normally files take three to four days to move across all the levels, depending on the urgency, but it is largely determined by the employees handling the file movement. The amount of time increases with interdepartmental file movement i.e. files moved and exchanged between the Departments.

Similarly, in case, any new circular, notice which needs to be circulated to all employees, section or to the selected group of officers of Ministry(s)/ Department(s), then it requires lot of paper movement by creating multiple photocopies of concerned paper resulting in delay and at times not reaching to the concerned.

Manual APAR submission also has inherent delays. Moreover, being human dependent, compiling and tracking of APARs by concerned officers is tedious and time consuming.

The existing physical system exhibits the dependency on the individual and resulting in further delays when the employee who is in charge of file storage, retrieval, and for the movement is out of the office or leave.



"The eOffice project implemented in Dispur has been very successful in bringing about a digital transformation to the day-to-day workings of the Secretariat. The often complained excuse of 'misplaced file' or 'lost file' is no longer valid. Each file has an electronic number attached to track it. Now, the State Government is planning to extend the eOffice facility to all the directorates and subsequently to all the districts so that the tracking of files is made easier and issues of misplaced files are a thing of the past. This initiative will have a direct impact on the efficacy and efficiency with which the Government as a whole operates."

**Shri. Himanta Biswa Sarma**
Hon'ble Finance Minister
Government of Assam dated 12.03.2018

### Inefficient storage and retrieval

Governments produce and manage immense volumes of documents (Files/OMs/APARs), which plays an integral role in decision-making process. Physical file management has always been a part of the Government. The manual system of movement/distribution of these documents has several challenges for the effective functioning/monitoring. The challenges are; difficulty in searching, retrieving and tracking when needed. The storage of the files is another challenge, both in terms of storage and secure preservation.

Every organisation has record room/section where Files/Circulars/APARs are kept when the file count grows large. The sheer number of documents generated owing to the manual system adds the complexity in search and retrieval. At times the communications for files requirement is not effective and comprehended incorrectly, leading to multiple repetitions of the exercise, resources, and effort.  As the entire system is paper-based, it becomes vulnerable to destruction by other means such as fire, flood, insects, rats or fungus. Protecting the files kept in record rooms from wear and tear and any misuse is a major challenge. At times receipts are received printed on thermal paper which fades and ultimately vanishes over time, making the documents unreadable. Also, in unforeseen events such as fire, earthquake, etc.  Physical Files may be lost forever. Same applies to employee APARs and office orders/circulars etc.

## Difficulty in monitoring

Officials find it difficult to carry out an efficient monitoring as it is tedious to compile the performance details of the Department such as; created files count, files pendency, disposal of time bound files etc. Compilation of such information takes long time and also suffers from inaccuracies and gaps in data.  This affects the overall disposal of cases.

# 1.2 Introduction

eOffice initiated in the year 2009, was developed by NIC with the aim to improve the functioning of Government through more efficient, effective and transparent Inter-Government and Intra-Government transactions and processes.

eOffice is a digital workplace solution with a vision to achieve a Simplified, Responsive, Effective and Transparent paperless working in Government offices by providing convenient way for officials to access information related to every aspect of their working and knowledge sharing through a single gateway to information and services.

The Open Architecture on which eOffice has been built, makes it a standard reusable product amenable to replication across the Governments, at the central, state & district levels and is also being accepted at international level.

eOffice is helping Government Departments to bring avenues to improve the public delivery and eliminate delays in Government offices. The speed and efficiency of eOffice not only assists Departments in informed and quicker decision but also makes them go paperless.

eOffice provides common data sets and standards and is unicode compliant for local language support. It provides LDAP based authentication and role-based authorization. There is an enterprise-wide central repository for an easy way to locate circulars, office orders, annual reports, etc.

One of the most recent and significant features of eOffice released, is enabling organisations to integrate their workflows/systems within eOffice to seeks approvals using standard based API approach.

eOffice was introduced with the objective to bring in efficiency and standardization of processes in internal working of Government. It aims to contribute significantly at transforming the core of the Government working which eventually would bring desirable values of transparency, efficiency, accountability and faster decision making.
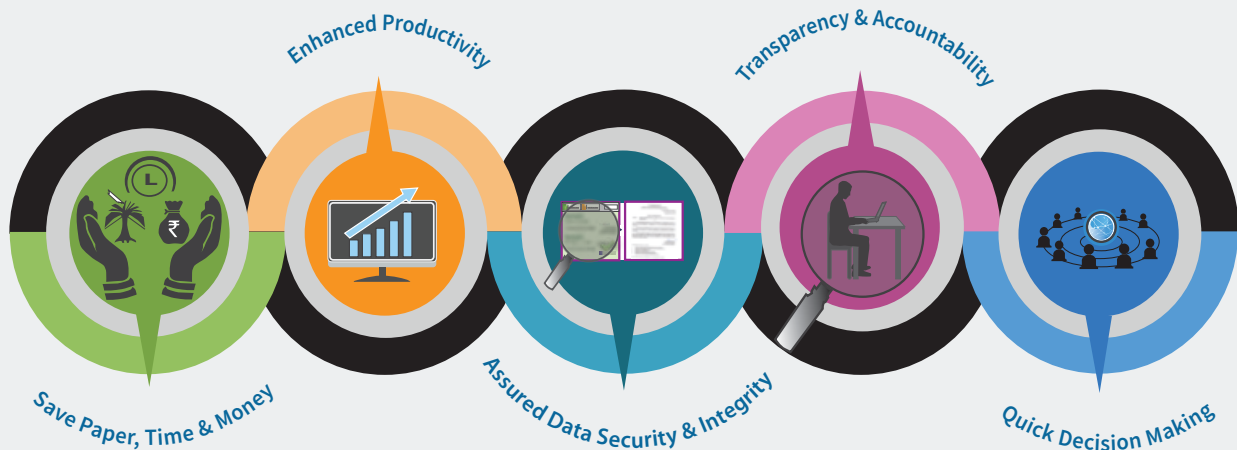


## Expected Benefits

**Easy Data Retrieval:** With all the data related to an organisation available at a single place; it becomes easy for users to retrieve data/records as per their requirement.

**Efficiency:** As Files/Records are transferred or exchanged between users on few clicks, thus leading to effortless and seamless movement of Files/Records which in turn results in increase in efficiency.

**Access & Authorisation:** Ensures role based access/permissions to each eOffice user as per the work allocation and the hierarchy of the organization.

**Assured Data Security and Integrity:** Implementing robust audit trails, role-based access and digital signing assures security and integrity of Files/APARs.

**Reduces usage of paper:** With Files/ Circulars / APARs / Leaves and Tours approvals available online, the usage of paper reduces significantly.

**Access from anywhere and anytime:** eOffice being a Web Based application makes it accessible anytime and anywhere (subject to organisational restrictions/policies).

**Easy monitoring via MIS Reports:** eOffice provides variety of reports depending on the requirements of the implementing organisations which helps in accessing and monitoring the working in an organisation.

**Transparency and Accountability:** The users working in eOffice are accountable for any action taken in the system which helps in making the system transparent and accountable.

# 1.4 Components of eOffice

The eOffice system has the potential to bring internal operational effectiveness in the working of Ministries/Departments. eOffice is a product suite possess of several applications for transforming day to day official work of an organisation.  The components are shown below:
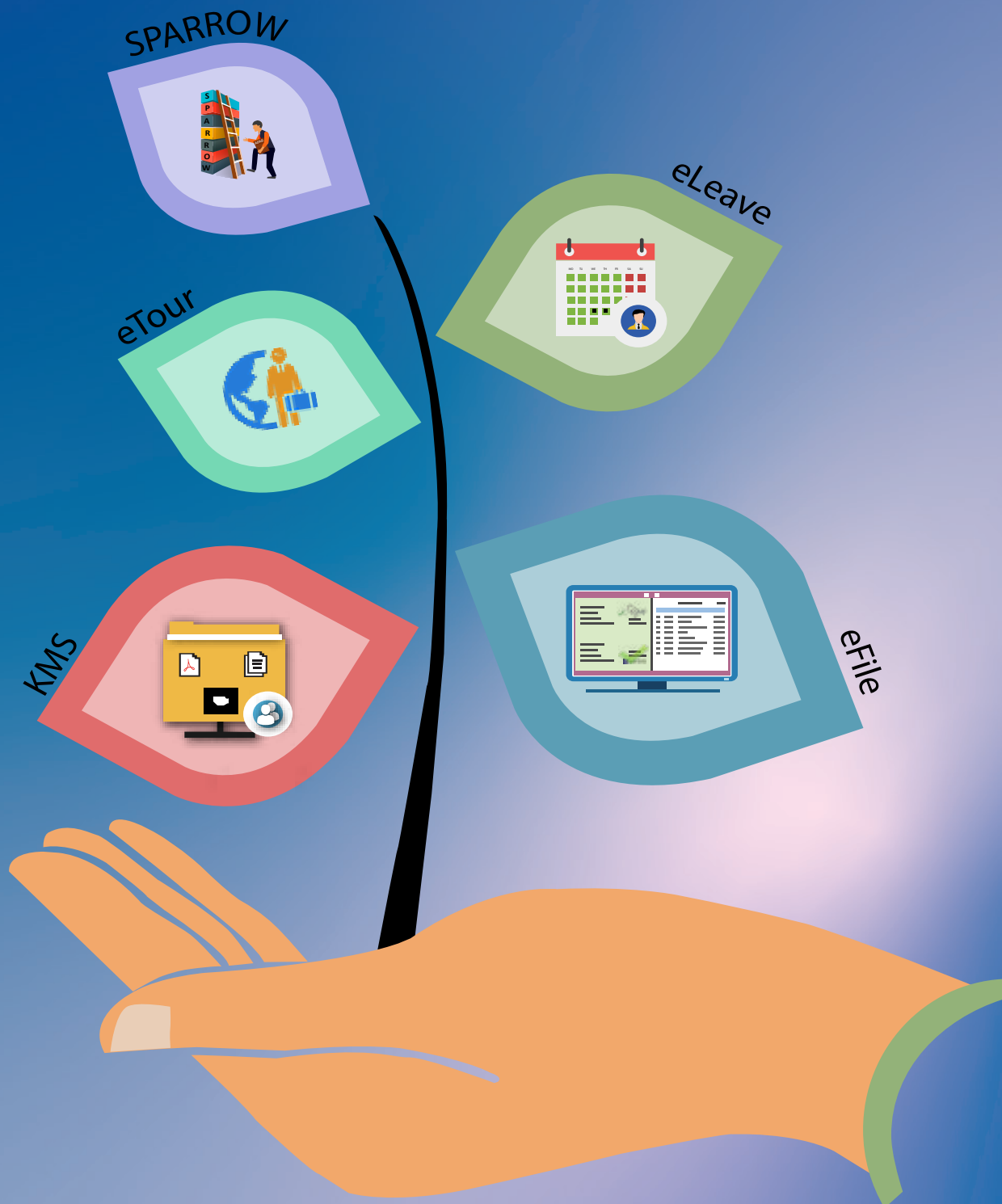
# File Management System (eFile)

Government processes are based around the creation of files, notings in the file, decision at various levels, and finally issuing decisions as letters and notifications. Any request to the Government goes through an elaborate approval process at different levels.

Files and Receipts are one of the most important asset in any organization. There may be thousands of paper documents in the form of Files/Receipts being dealt in an organization on a daily basis. Keeping record of these paper documents, their movement and safety involves lots of time, money and efforts which in turn decreases the efficiency and productivity of an organization. Manual techniques for diarizing, moving and recording of Files/ Letters, makes tracking of those Files/Letters a very difficult task, thus delaying the work and decreasing the efficiency.

"eOffice product suite is a workflow based file system developed by National Informatics Centre (NIC) aims to handling of files with more efficient, effective and transparent manner to improve the responsiveness to citizen, increase accountability and helps in faster clearance of files and it envisions a paper-less office as part of Citizen Friendly Initiative."

**Shri. Anjani Kumar, IPS**
Commissioner of Police
Hyderabad City dated 01.05.2018

eFile is a workflow-based system that extends the features of existing manual handling of files in addition to more efficient electronic system. It is a product aimed to bring efficiency in office work and is based on the Central Secretariat Manual of eOffice Procedures (CSMeOP) of the Department of Administrative Reforms & Public Grievances (DARPG), Government of India.

The system comprises of different sub modules that are inter-linked to manage the official work flow of the entire life cycle of a Document/DAK from the moment it is received by the organisation till the time it is disposed of with the proper set of actions. It involves all stages of working in a file, including the scanning, diarisation of inward receipts, creation of files, movement of Receipts/Files and finally, the closing of Files/Receipts.

With this system, the movement of Receipts and Files become seamless with an increase in overall productivity. System becomes more transparent since each and every action taken on a file is recorded electronically. This facilitates decision making, as all the required information is available at a single point. It envisions a paperless office, with increased transparency, efficiency, productivity and accountability of the organisation.

The broad workflow of electronic file creation depicted below:
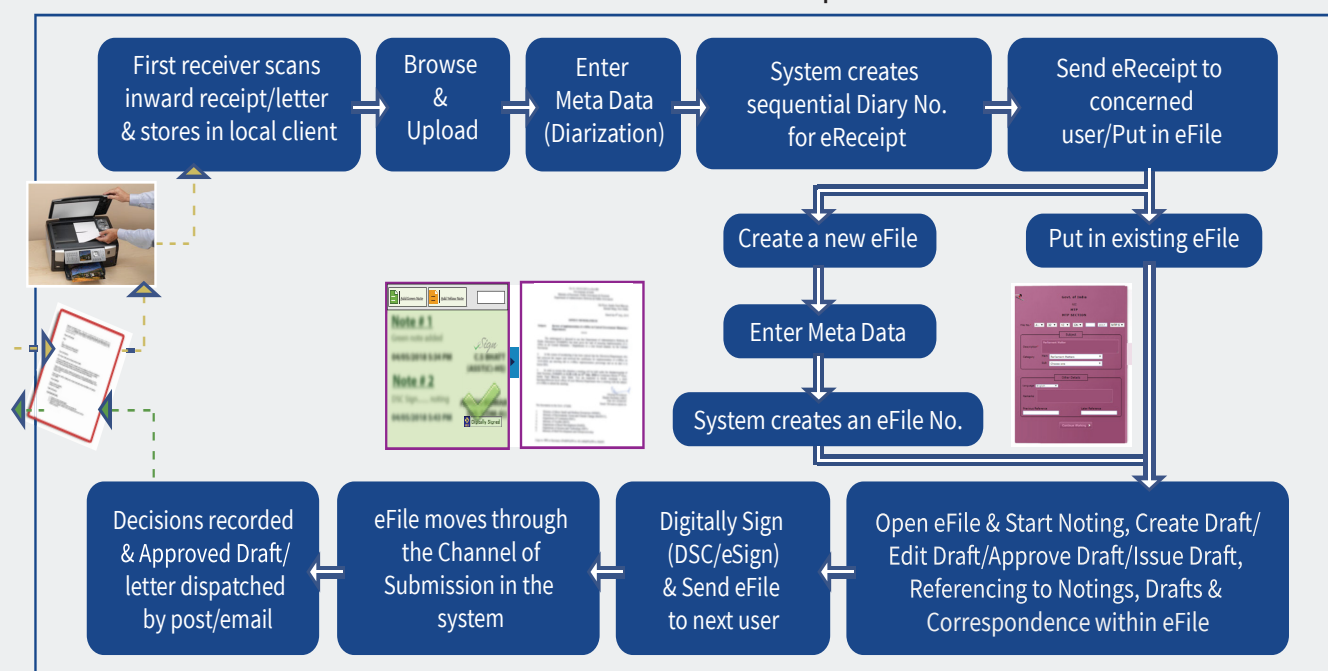


The Government has been putting great emphasis on improving productivity and its internal processes, increased transparency in the decision making and bringing in citizen participation as part of the inclusive Governance in the country. An automated office attempts to achieve this with an extension of the system to citizen through Citizen Interface.

## eFile MIS Reports

To optimize the usage of eFile & provide real-time monitoring, an explicit eFile MIS Reports application has been integrated in eOffice application suite. It has been designed with role-based scope privilege for users to access different reports as per the requirement.

eFile MIS Reports has been broadly categorized into File, Receipt, Dispatch, VIP, and Miscellaneous modules to provide seamless monitoring of all the actions & entities involved in the eFile system. System facilitates reports for all the available parameters in the eFile application, along-with provision of customized output. Additionally user gets the results in default HTML format which can also be downloaded in PDF as well as excel formats.

Permission can be provided to the users to generate reports of different levels viz:
- **All:** Reports can be generated for all Users/Sections/Departments of the instance.
- **Hierarchy:** Reports can be generated for all the individual Office/Section under the hierarchy.
- **Department:** Reports can be generated for the entire Department.
- **Section:** Reports can be generated for the Section.

Reports/features which have been broadly used in Ministry(s)/Department(s) are created/forwarded/pending reports, Summary reports, VIP reference reports, Productivity reports, User configurable Dashboard, etc.

As on 20<sup>th</sup> Dec 2019*

| Total Files Instance Wise | | Total Receipts Instance Wise | |
|---|---|---|---|
| 99,123 | 15,08,756 | 8,18,014 | 17,79,558 |
| Created | Moved | Created | Moved |

**FILES CREATED**  DAY  MONTH  YEAR

eFiles Created ( Instance )

- 2014: 45173
- 2015: 53940
- 2016: 63252
- 2017: 75088
- 2018: 86732
- 2019: 99123

Year Wise ( Cumulative Data)

**RECEIPTS CREATED**  DAY  MONTH  YEAR

Receipts Created ( Instance )

- 2014: 402626
- 2015: 482762
- 2016: 555784
- 2017: 632375
- 2018: 726516
- 2019: 818014

Year Wise ( Cumulative Data)

## Salient Features

**01** — Enable organizations to integrate their workflows/ systems with eOffice to seek approvals in eFile using standard based approach.

**02** — Pre-designed templates for Draft for Approval (DFA) creation.

**03** — Inter/Intra Department and Inter/Intra Instance File Exchange.

**04** — Tracking and Monitoring of VIP References.

**05** — Digital Signatures (DSC) and eSign enabled.

**06** — Integration with Knowledge Management System (KMS) application of eOffice.

**07** — Comprehensive MIS Reports to view output in HTML, PDF and Excel format.

**08** — Integration with External Application(s) using APIs.

# Knowledge Management System (KMS)

Under Government bodies, large volume of documents of various categories are managed and circulated. These documents can be Policies, Forms, Acts, Regulations, Circulars, Guidelines, and OMs etc. In legacy scenario, these large volumes of documents were maintained in hard copy form and multiple copies were circulated among various Departments. Maintaining such a large volume of data was troublesome and laborious; therefore, after few years these documents were either misplaced or departments struggled to keep such voluminous information for prolonged use.

To address the above situations, KMS component of eOffice was conceived, which brought about the concept of central repository of documents from where all Ministry(s)/Department(s) users can publish as well as access the information. KMS controls the life cycle of documents of an organisation, enabling users to create and manage electronic documents that can be viewed, searched, shared and published. It is also capable of keeping track of the different versions of modified documents by different users (Tracking history). It also contains a dynamic workflow to keep document in various stages.

This product promotes convenient way for searching and effortless document sharing. It organizes content in a logical way, and standardizes content creation and presentation across an organisation.

"Government of India's 'Digital India Vision' provides for the intensified impetus for further momentum and progress for e-Governance and would promote inclusive growth and good governance to its Citizens.
In keeping with the Government of India's initiative, Mumbai Railway Vikas Corporation (MRVC) is implementing eOffice system which shall bring transparency and efficiency by digitalizing the internal office procedures through paperless working."

**Shri. Suresh Prabhakar Prabhu**
Minister of Railways

**Knowledge Management System**

Central Document Repository

Files
Documents
Policies
Forms
Guidelines
Acts
Circulars
Manuals

Security Check

Departments

User's

Data Exchange
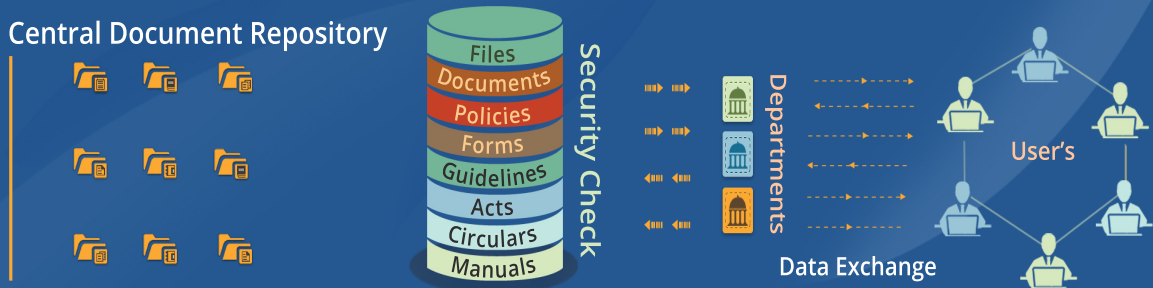
## Salient Features

**01** Common document repository with user defined folder structure and role based access.

**02** Online Document creation with version, roles and access control.

**03** Sharing and Collaboration of documents with Folder Subscription for specific updates.

**04** Electronic Notice Board for published documents.

**05** Comprehensive search and retrieval of published documents.

**06** Integration with File Management System (eFile) application of eOffice.

# Leave Management System (eLeave)

In manual systems, an employee is required to manually fill the leave-request form and submit it to their Reporting Officer/Controlling Authority. After the approval of forwarding authority, request moves up to appropriate channels i.e., controlling and approving, and gets submitted to the Admin/Establishment Section of a Department for sanctioning. The Department's Admin/Establishment section maintains employee leave records in registers or local system depending on the individual Department.

The complete process takes time and after following the cumbersome process, data updation happens which often gets delayed. Also, the manual system is limited to the geographical boundaries, as the process does not provide the convenience to apply and approve leave anywhere and anytime.

"It is recognized that the eOffice project improved efficiency in decision making, increased transparency and faster service delivery mechanism and also drastically reduced the usage of paper."

**Shri. Bhaskar Katamneni, IAS**
Collector & District Magistrate, West Godavari, Andhra Pradesh dated 23.05.2015

eLeave is a centralized system for the maintenance of leave record. It is a simple intuitive workflow based system to apply for leave online, track the status of applied leave, details of leaves taken, balance leaves, etc. Approval of leave is enabled through the automated hierarchical channel of submission and leave is routed to the hierarchy that is pre-defined in the work flow. The leave rules are configured as per the existing Government rules and leave processing is role based. The system helps to eliminate the paper based applications and faster and time bound processing. It helps employees in tracking of their leaves with SMS & eMail based alerts.

The application calculates and maintains balances of each type of leave and gives administrators the ability to review, edit and sanction leave. Thus, the application simplifies the leave process, makes it more maintainable, standardizes the processing and lowers the amount of data maintenance and verification activities.

The broad workflow is depicted below:
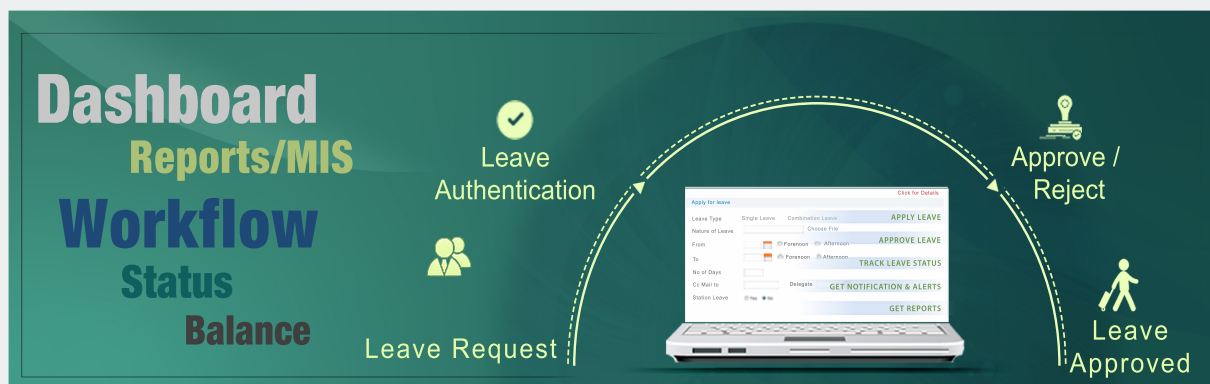


## Salient Features

| | |
|---|---|
| **01** | Enabling organizations to plan and manage employees' leave within a single, configurable rules and workflow based application. |
| **02** | Enabling superior(s) to identify and keep track on leave history & leave balance of subordinate(s). |
| **03** | Integration of Holiday calendar according to the organization. |
| **04** | Delegation of leave account. |
| **05** | Dashboard and Alerts. |
| **06** | Comprehensive MIS Reports. |

# Tour Management System (eTour)

eTour is a system that facilitates the management of employee tour programmes, from the time of applying for the tour to the final settlement of bills. This system ensures that all tour requests are properly accounted. Employees can apply, cancel, approve/reject and view tour records.

For employees, the system allows to easily view their tour details at any point any time and request tours online. For managers, tour approval no longer involves trails of paperwork. The system provides complete trails of the employee's tour and plans.



eTour

Quick Approval
Tour claim Reimbursement
Tour Log Sheet management
Delegate Assignment
Easy Tour Request

## Salient Features:

**01**    Online submission of tour request and flexible workflow based approval.

**02**    Sanctioning of Tour Advance.

**03**    Tour Settlement and Claim Reimbursement.

**04**    Online Protocol Section for Ticket Booking.

**05**    Integration with Leave Management System (eLeave) for importing workflow.

# Collaboration and Messaging Services (CAMS)

eOffice Collaboration and Messaging services help users to communicate effectively and share information in real time. The Open architecture of the model enables for integration of eOffice services. It provides "connectedness" and collective work culture in the employees of an organisation. All files, documents and applications can be accessed together at one place. With the unified communication and collaboration environment, employee can personalize and configure more connected workplace.



## Salient Features:

**01** — Email: Synchronisation of user's email for pushing to eFile application for mail diarization.

**02** — eConnect: Social networking for sharing, collaboration, discussions and audience engagement.

**03** — Gallery: Showcasing and sharing of photographs centrally.

**04** — Calendar: Creation and sharing of appointments, meeting and events.

# Personnel Information Management System (PIMS)

PIMS is a workflow-based system for maintaining the details of every aspect of an employee record including Employee Identity, Educational Qualifications, Skill Set, Contact Details, Posting & Location, CGHS, CGEGIS, Nomination, LTC, Salary Details, HBA, Record Verification Details, etc. PIMS allows users to enter and update the employee personal data and employment records according to the access and role privileges.

PIMS is also available on a self-service access where users can view, check and update their own information and submit the same through workflow to the admin which is validated by admin before it is changed in the Employee record. All eOffice application modules use this employee data as base data.



**Personnel Information Management System**

New Joinee in the Department

**All Data filled in the System in Form format**

Personal Data → Academics Records → Service Records → Verification →

Reports
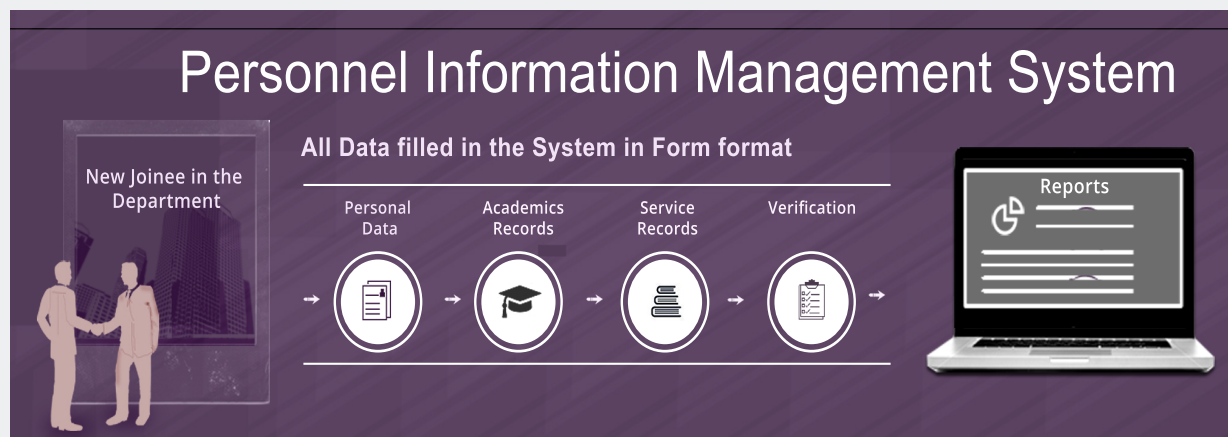
It provides a platform to the employees' for viewing the information available in their respective personnel information account. On the other hand, it provides a means to the administration of an organization to maintain, create, and update the data of all the employees seamlessly.

## Salient Features

**01**    Single Source of Employee Data.

**02**    Seamless Employee Records Transfer

**03**    Interface with external data sources (ERP, in-house databases, etc)

**04**    Role based access control

**05**    Reports and Audit Trails

**06**    Executive Record (ER) Sheet of an employee

## Smart Performance Appraisal Report Recording Online Window (SPARROW)

SPARROW is a web- based application designed specifically for the officials of the Government of India to file & process their APAR (Annual Performance Appraisal Report) electronically.

SPARROW has streamlined the process of recording and processing of APARs thus making the system paperless. The system also provides dashboard facility which enables the service controlling authority to monitor the status such as Officers Posted, Pendency at various levels, APARs Processed and Closed, etc.

SPARROW helps in reducing delays in submission and processing of APARs and ensure transparency by tracking the movement of APAR. The system has also streamlined the DPC process by providing various data analytics reports such as grading, domain specialization reports, etc.



Smart Performance Appraisal Report Recording Online Window (SPARROW)
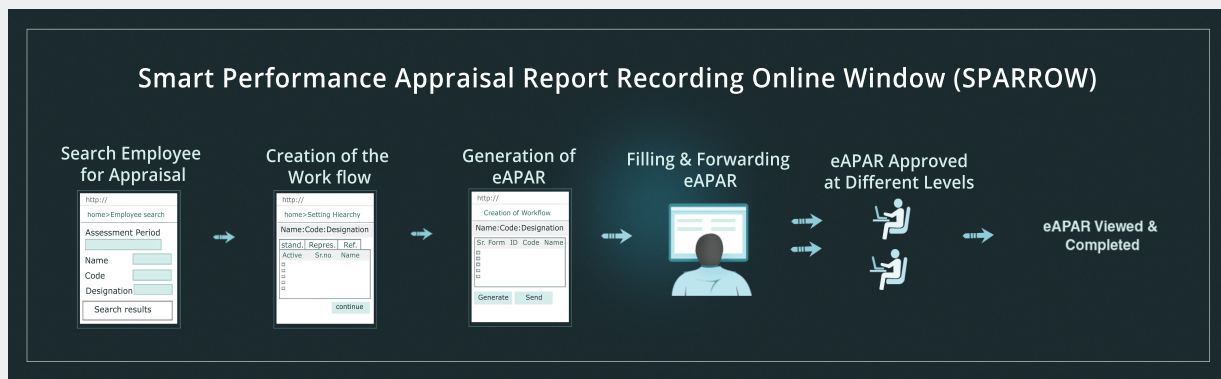
## Salient Features

**01** Creation and Management of an employee's APAR.

**02** Roles and workflow based application for complete processing of APARs.

**03** Alerts and Notifications for delays in APAR submission.

**04** Centralized Database and De-centralized Administration.

**05** Delegation of APARs filing to subordinates.

**06** Linkage with PIMS application of eOffice.

# 1.6 eOffice Architecture Diagram

## PRIMARY DATA CENTRE

**EXTERNAL APPLICATIONS**

**API**

Firewall

Web Gateway

eOffice Portal

eOffice Applications Suite

| eFile | KMS | eLeave | SPARROW | PIMS | eTour |

| Search | Monitoring | Reports/MIS | Data Archival |

| Workflow | Portal Administration | Content Management | Localisation Personalisation |

Authentication & SSO

Alerts & Notifications

CRL

LDAP

EMAIL

SMS

DSC

ESIGN

### Data Layer

| Logs | Documents | Database |

### Data Redundancy Layer

| Logs Replica | Documents Replica | Database Replica |

## REMOTE DATA CENTRE

### Data Redundancy Layer

| Logs Replica | Documents Replica | Database Replica |

# 1.7 Journey So Far

**Overall Implementation Status**

| Organisation Type | Total Instance(s) | Active Users (eFile) | eFiles Created | eFiles (Closed) | eReceipt Created |
|---|---|---|---|---|---|
| **Central Government** | | | | | |
| Apex Body | 10 | 9,722 | 1,17,525 | 7,534 | 3,55,291 |
| Ministry | 34 | 21,201 | 8,31,932 | 48,262 | 43,26,048 |
| Department | 46 | 14,798 | 5,36,127 | 52,739 | 28,01,109 |
| Others Offices | 112 | 41,468 | 8,79,521 | 3,37,348 | 42,74,102 |
| PSU | 25 | 25,664 | 2,98,852 | 95,945 | 7,17,295 |
| **Total** | **227** | **1,12,853** | **26,63,957** | **5,41,828** | **1,24,73,845** |
| **State Government** | | | | | |
| Secretariat | 22 | 80,924 | 32,85,148 | 11,88,432 | 1,20,80,072 |
| District Administration | 87 | 78,630 | 53,83,591 | 29,15,628 | 80,04,594 |
| Others Offices | 80 | 15,906 | 5,85,530 | 1,63,154 | 23,55,254 |
| PSU | 14 | 9,659 | 3,70,005 | 69,640 | 11,00,589 |
| **Total** | **203** | **1,85,119** | **96,24,274** | **43,36,854** | **2,35,40,509** |
| SPV | 1 | 73 | 125 | 0 | 285 |
| International Government | 1 | 25 | 45 | 0 | 101 |
| **Grand Total** | **432** | **2,98,070** | **1,22,88,401** | **48,78,682** | **3,60,14,740** |

**\*As on 31st December 2019**

**Growth of eOffice Implementation in last Six years**



**\*As on 31st December 2019**

# Major Implementations

## Central Government

- Ministry of Women & Child Development
- Ministry of Panchayati Raj
- Ministry of Drinking Water and Sanitation
- Ministry of Jal Shakti
- Ministry of Environment, Forest and Climate Change
- Ministry of Civil Aviation
- Ministry of Coal
- Ministry of Shipping
- Ministry of Information & Broadcasting
- Ministry of Power

## State Government
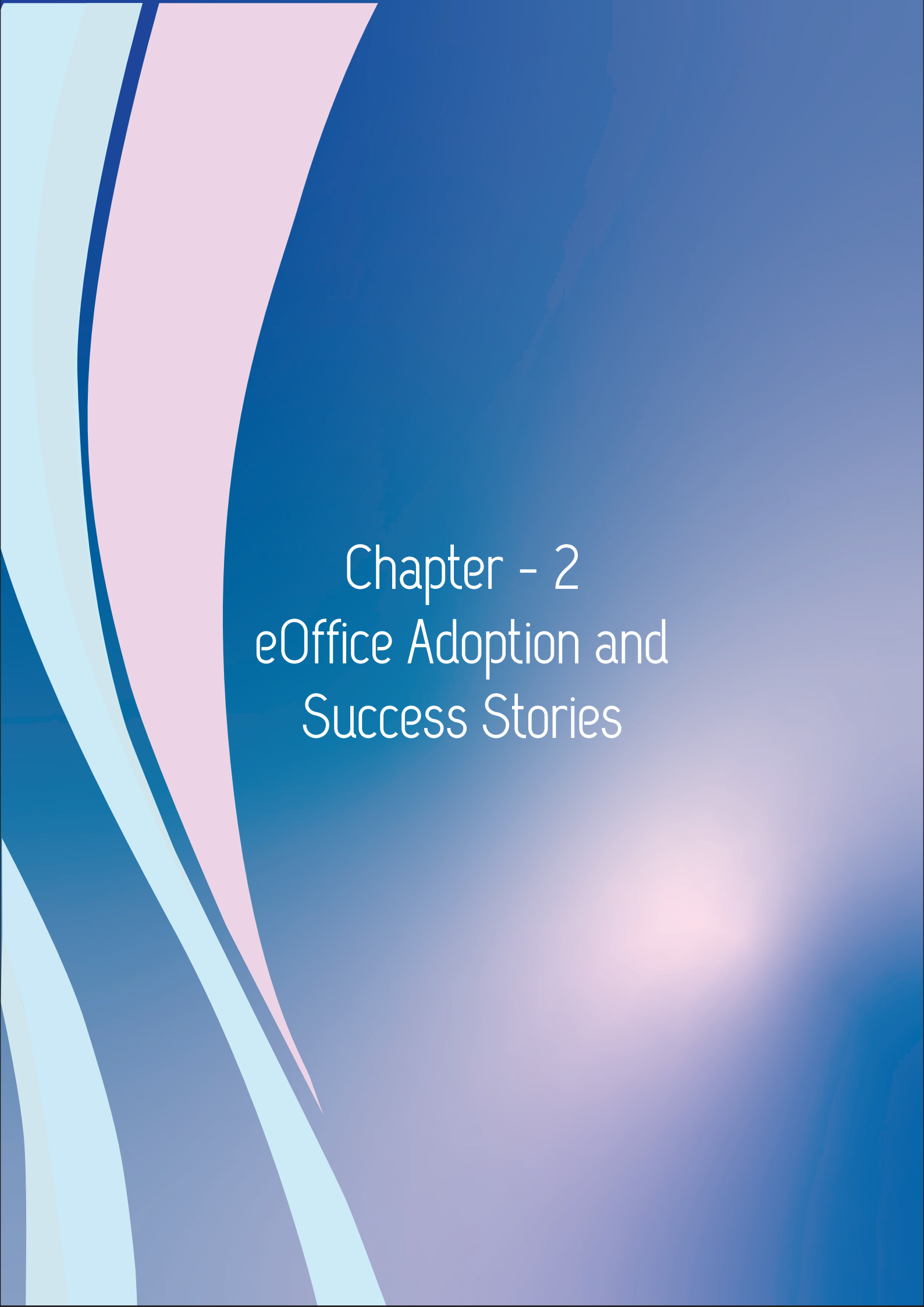
- Govt. of Andhra Pradesh (All Districts)
- Govt. of Kerala (All Districts)
- Govt. of Karnataka (All Districts)
- Govt. of West Bengal (All Districts)
- Govt. of NCT of Delhi
- Govt. of Odisha (All Districts coming up)
- Govt. of Telangana
- Govt. of Tamil Nadu
- Govt. of Uttar Pradesh
- Govt. of Madhya Pradesh

## Universities / Institutes

- Lal Bahadur Shastri National Academy of Administration
- Jawaharlal Nehru University
- Institute of Secretariat Training and Management
- Haryana Institute of Public Administration
- Yashwantrao Chavan Academy of Development Administration
- Atal Bihari Vajpayee Institute of Good Governance and Policy Analysis
- National Institute of Technology, Delhi
- Sardar Vallabhbhai Patel National Police Academy
- Central Power Research Institute
- National Institute of Rural Development and Panchayati Raj

## PSUs

- Bharat Petroleum Corporation Limited
- Coal India & its Subsidiaries
- Container Corporation of India Limited
- Eastern Power Distribution Company of Andhra Pradesh Limited
- Konkan Railway Corporation Limited
- RITES Limited
- NLC India Limited
- Power Grid Corporation of India Limited
- Southern Power Distribution Company of Andhra Pradesh Limited
- Brihanmumbai Electric Supply and Transport

# Chapter – 2
# eOffice Adoption and
# Success Stories

# 2.1 Central Govt. Ministry(s)/ Department(s)

## 2.1.1 Survey of India



**Lt. General Girish Kumar, VSM**
Surveyor General of India

### Background

Since, the inception of the oldest Scientific Department of this Country, Survey of India (SoI) is using the Physical File System in Office Procedure. Every correspondence/document for each subject/case of a particular Zone/GDC is maintained in separate physical file. On attaining a certain number of correspondences/cases in a particular file, a separate Collection/Volume was opened and the old file was archived/preserved as per its classification. Over a period of time, the management/disposal of such voluminous archived files became challenging and was also occupying lot of office space. Moreover, retrieving old reference/correspondences is equally challenging.

eOffice is a Mission Mode Project (MMP) under the National e-Governance Programme of the Government. The product aims to usher in more efficient, effective and transparent inter-government and intra-government transactions and processes. The product is built as single reusable system by bringing together independent functions and systems under a single framework to enhance/ improve the governance.

### The Actual Implementation

It was decided to implement the same in SoI in Mission Mode. The task was very challenging as eOffice was required to be implemented in 44 different subunits of SoI, which are spread across in 23 different locations of the Country. With the close coordination and team effort of the SoI, NIC,

Uttarakhand State Unit and eOffice implementation team from NIC, Delhi, eOffice was successfully commenced in SGO on 06 Mar 2019. SoI further, procured all requisite hardware's (Physical Servers) and has co-located them in the Local Data Centre of NIC wherein the complete module will be migrated soon.

The implementation team of SoI has imparted training to almost all the Offices of SoI, to implement eOffice successfully.

Within a span 5 months, a total of 753 Officers and staff were trained and provided with hands on training on eOffice at their respective Offices. Further, the various offices of SoI has created 8755 receipts, 3843 e-files and 29,575 transactions were done and endeavor is being made to completely migrate the Office Procedure on eOffice.

The training on eOffice has also been included in the curriculum of various refresher courses at our Institute located at Hyderabad which is a premier training Institute in the field of Surveying & Mapping. Further, eOffice has also been considered as a parameter for APAR for all Officers of all the levels at SoI.

## Impact

With the implementation of eOffice, SoI has taken step towards implementation of ICT in Office Procedure and further:
• Enhanced transparency in Office functioning.
• Increased accountability at various levels.
• Assured data security and data integrity (Data Backup in multiple Servers).
• Reduced the manpower requirement in Office functioning.
• Improved efficiency by saving time in processing of cases.
• Saving of paper, thereby contributing towards Green India Initiative.
• Saving of Work Space by curbing physical file storage, reducing efforts of disposal & improved aesthetics.

## 2.1.2 Ministry of Coal



**Shri. Rajesh Kumar Sinha**
Joint Secretary

### Reason for adopting eOffice

a.  To provide paperless office and to prevent files/documents missing.
b.  To minimize the processing delays and to make fast decision making.
c.  To make transparency, efficiency and accountability among officials.
d.  To comply with Digital India Initiative by Government of India.

### Steps taken for successful and sustainable eOffice roll-out

a.  Constitution of Core team for preliminary analysis of eOffice Module and feasibility analysis.
b.  Formation of timeframe from initial to final stage of eOffice Module implementation.
c.  Scanning of physical files and converted in to e-files.
d.  Conducting regular training programmes and handholding to the officials.

### Tangible and in-tangible benefits

a.  Quick tracking and searching of e-Files.
b.  Saving of Manpower and time.
c.  Quick processing of files and avoiding of missing files/documents.
d.  Access of eOffice Module from anywhere through VPN service.

**Message for eOffice Project Division, NIC**

a. eOffice support team is cooperative and rectifies the issues as early as possible.
b. Provide all the technical support and enhance their application based on the recommendations given by the Ministry time to time.

## 2.1.3 Department of Pension & Pensioners' Welfare

**Shri. Sanjiv Narain Mathur**
Joint Secretary

### Reason for adopting eOffice

a. A step towards the digital initiative taken by the Government of India.
b. Speed up the file processing time.
c. Effective step to make the paperless office.
d. To bring accountability and transparency at every step in work.
e. Monitoring at every stage and tracking of delay in terms of disposal of files.
f. Avoid files and papers missing or mishandling.
g. Easy to maintain files and important documents.

### Steps taken for successful and sustainable eOffice roll-out

a. Formation of a team in the Department for doing preliminary study of eOffice and feasibility of implementation.
b. Formation of an applicable support hand from Department to coordinate with NIC Technical team to give hands-on support to eOffice users.
c. Multiple training sessions were conducted for users to understand the change in working style.
d. Structured workflows and processes were prepared and circulated to all sections which helped them to migrate from physical files to electronic files.
e. Implemented the eOffice completely in the Department after which all new files were created and moved in eOffice.

## Tangible and in-tangible benefits

a. Record Management of documents and files in the organized manner.
b. Easy monitoring, tracking of files.
c. Less paper use in office and saving in physical storage space.
d. Movement of files speed up and early decision making.

## Message for eOffice Project Division, NIC

a. I would like to appreciate eOffice team for their commendable job in terms of continuous support to the Department and enhancing the application.
b. They have good technical team to keep the technology continuously upgrade.
c. Support team is professional and supportive.

## 2.1.4 Central Board of Indirect Taxes and Customs

**Shri. Sunil Singh Katiyar, IRS**
Commissioner

### Reason for adopting eOffice

a. To bring in accountability and transparency.
b. To give better services to the taxpayers.
c. To improve file management.
d. To move to paperless office and help in saving environment.
e. To align the department with mission of Digital India.
f. To overcome the multifarious problems that come with physical files such as:

   i.    Loss of files from natural disasters/fire.
   ii.   Difficulty in locating records and time taken in locating them.
   iii.  Changing or backdating of notes/ destruction of files.
   iv.   Requirement of space for storage of physical files
   v.    Difficulty in handing over records on transfer.
   vi.   Difficulty in locating dak and tracking action taken on files.
   vii.  Time taken in sending files between offices in different cities.
   viii. Loss of time in file movement
   ix.   Need of manpower for file movement.
   x.    To be able to work from a remote location.

### Steps taken for successful and sustainable eOffice roll-out

a. Formation of a dedicated and committed core team.
b. Support of the local NIC officers at each stage.
c. Support and continuous monitoring at the highest level.
d. Implementing it as a project (by setting deadlines).

e. Repeated training to users till they became proficient.
f. Training a few master trainers for training others.
g. Establishing Help Desk and use of Any Desk to guide remotely.
h. Infrastructure gap assessment and quick procurement of hardware.
i. Launching as pilot in one office and then moving to others.
j. Awarding contract for scanning of legacy files to an external agency.

## Tangible and in-tangible benefits

a. Has brought in transparency and accountability.
b. Faster and better delivery of services to the taxpayers.
c. No loss of records.
d. Accessibility at all hours and from any place.
e. Saving of space for storage of physical files.
f. Saving of paper, cartridges, toners, postage, manpower for movement of files etc.
g. Helps in improving environment by reducing use of paper, ink and toners, which damage environment.
h. Possible to retrieve the information instantly and easily.
i. Response time in processing a file or receipt has reduced.
j. Easier to communicate and circulate information within office.

## Message for eOffice Project Division, NIC

The application is user friendly and need of the hour. The project team is very responsive to the needs of the users. Besides, it has been an eye opener to see the dedication, sincerity and commitment of the NIC officers, esp. the team at Punjab State Centre Chandigarh. They have virtually worked day and night, at late hours, on all days to ensure that eOffice was made functional in the four States of Punjab, HP, Chandigarh and J&K of the Chandigarh Zone within few months. It was on account of this success in Chandigarh zone that the CBIC has decided on 25" Sep, 2019 to implement eOffice in all its offices across the country for about 5000 users.

## 2.1.5 National Security Guard



**Brig. Girish Suri**
DIG (COMN & IT)

### Background

NSG is a Federal Contingency Force with Pan India footprint in the form of Hubs located at Mumbai, Chennai, Hyderabad and Kolkata & Ahmedabad. Lot of files use to move across these offices in physical form for seeking directions and financial concurrence on proposals. This process was time consuming and caused delay in execution of important issues pertaining to operational and training matters. Moreover Daks and Files had to be sent via postal route or by special messengers which involved cost. There were many instances where an observation raised in a file by the concerned office/ Branches caused inordinate delay in decision making as file movement use to take months from offices located at Hubs. Besides, it was humanly impossible to keep track of each of them and maintain the control information manually especially in an organization like NSG which has 100% manpower on deputation and suffer from institutional memory due to frequent changeover of manpower.

As such necessity for implementing eOffice was felt to reduce the time lag and build in accountability and the same would also be in tune with the vision of "Digital India".

eOffice project of NIC being one of the Mission Mode Projects under the National e-Governance Plan, based on the guidelines of Department of Administrative Reform and Public Grievances of India (DARPG) was considered for implementation in NSG. Accordingly, a presentation on eOffice was conducted by NIC officials on 22nd Feb 2018 and post presentation; it was decided to implement the project on a fast track basis with an aim of completion of the project within 100 days.

The project involved setting up the required eco-system. It was a paradigm shift for the NSG. A comprehensive Project Plan was made in consultation with NIC eOffice Project Division to build up the eco-system. To develop the ecosystem, options were deliberated i.e. to hire the infrastructure of NIC and host the application in their premises. This would require the NIC NET connectivity in each location. The security of data is of utmost concern for NSG as it handles with top secret and classified information. Option on going over internet would restrict the use of eOffice application for NSG. Therefore, it was decided to host the application in our own Data Center as NSG had MPLS connectivity across location with limited version of application in small datacenter. Existing Data Centre was not enough and capable to handle the load of eOffice.

## Implementation Strategy

To develop an ecosystem for eOffice, following actions were taken on top priority with timelines:

- NSG Data Centre was revamped to facilitate launch of eOffice. It involved procurement of servers and distributing the load of existing servers.
- To examine adequate availability of data and to cater for redundancy a DRC was established at Manesar.
- Adequate bandwidth/MPLS connectivity at HQ NSG Palam, New Delhi, its sub units at Manesar (Haryana), Samalakha, R K Puram, New Delhi, Regional Hubs at Mumbai, Chennai, Hyderabad, Kolkata and Ahmadabad respectively was ensured.

## Application Management

- Infrastructure Assessment and Gap Analysis viz availability of PCs, scanners, identifying nodes, strengthening of network etc.
- Identification of eOffice System Administrator and their training.
- eOffice Environment Setup in DC & DR.
- Instance preparation i.e. preparation of eOffice application in servers & eOffice key generation for instance.
- Domain Name Service Registration & SSL.
- Provisioning of Demo instance.
- Identification of eOffice Nodal Coordinators, Local Administrator and super administrators.

- Preparation of Employee Master Data and training to Local administrator.
- Identification of eOffice Master Trainers for each officer and their training.
- Creation of login and email IDs for all users.
- Creation of Active Directory, LDAP and authentication mechanism.
- File Heads Standardization.
- DSC readiness and configuration with each ID.
- Finalization of overall eOffice transition strategy.
- Up-gradation of LAN at all locations.
- Testing of all modules with eOffice users before go live.
- Integration with MS outlook for mail.

With all preparation the application was opened for conducting trial by Users. After successful completion of User training and trial for a month, trial data was erased and the application was made "go live" in 90 days. With the user experience, instructions were issued to the units and offices for usage of eFile and Receipts.

### Benefits

- Tracking of Physical Files helped to determine the location of file.
- Time taken for a physical file till disposal can be ascertained. It has come to notice that proposal received in physical file takes approx 2 to 3 months for approval considering the observations, movement through postal delays. This time was reduced by converting the physical files into eFiles.
- With the eOffice system, Knowledge Management System, Personnel Information Management System and Integrated Report Management System were made functional.
- Present mail and messaging platform MS Outlook was also integrated with eOffice.

### Appreciations

- Hon'ble Minister of Communication & Electronics and Information Technology has appreciated the implementation of eOffice in NSG.
- Director, NCRB has also appreciated the efforts of NSG during All India Police Duty Meet – Computer Awareness competition.
- Working environment in offices of NSG has changed and NSG has transformed as a PAPERLESS OFFICE.

# 2.2 State Government

## 2.2.1 Government of West Bengal

**Shri. Debashis Sen, IAS**
Additional Chief Secretary
IT&E Department

### Reason for adopting eOffice

The primary driver for adopting to eOffice is to reduce time taken for delivery of services. We believe that in most cases, the decision to say yes or no for granting a particular service to any applicant is quite short but most time is taken away in moving the files from department to department. This is very efficiently handled in eOffice. The secondary importance, in my view, is the ability of eOffice to track movement of the files. It is easy to draw attention of senior officers to push stationary files. It also enables touring officers like us to dispose files whether we are in headquarters or elsewhere, whether in office or elsewhere.

### Impact of eOffice

eOffice has helped a lot in tracking files and intervening when so required. We are integrating the secretariat with districts and other PSUs and ULBs. We are adopting a competitive and incentivised agile approach: one gets imporatnce in on-boarding onto the eOffice platform depending upon the interest shown rather than a tiered waterfall model apprach  "Department-Directorate- District-ULB/PRI/DA-SPSU".

### Message for eOffice Project Division, NIC

I think the eOffice Team in NIC has bonded very well into the psychological mind-set of State Government officials. A certain way of dealing with files have evolved from the British Raj days and it is important to understand that technology has to adjust itself to help employees to do their work better rather

than expecting them to adopt modernist consultant-driven corporate techniques. This has led to a mutual appreciation of each others' views and I think the NIC leadership has excelled in this and this is the key to their success.

My message to them is: Keep up the good work. Never lose contact with the primary users. Hold frequent handholding interactions with primary users, the bottom rung included.

## 2.2.2 Karnataka Secretariat, Government of Karnataka



**Smt. V. Manjula, IAS**
Additional Chief Secretary to Government

### Reason for adopting eOffice

a. To ensure greater accountability and transparency in administration.
b. To reduce costs incurred in storage and preservation of physical files.
c. To facilitate officers to dispose off files from "anywhere anytime" thereby by improving efficiency of file disposal.
d. To enable 24/7 access to files and important papers to senior officers.
e. To reduce chances of data loss due to tampering of files/loss of files.

### Steps taken up for a successful and sustainable eOffice roll-out

a. A dedicated project group set up under Project Director in the e-Governance Department which continuously interacts with NIC and also initiates necessary actions for training and handholding of employees.
b. Intensive capacity building of employees including facilitating walk-in training on need basis.
c. Mechanisms to obtain continuous feedback from all officials during training sessions, through whatsApp groups and other fora on implementation issues, if any.
d. Issue of appropriate government orders to discourage opening of new files in physical format and making opening of new files in eOffice mandatory.
e. Proactive leadership from the Secretaries of various departments ensuring that their employees submit all new files in electronic format.
f. Review of progress of usage of eOffice and efficiency of file disposal in eOffice in monthly meetings by Secretaries of concerned departments and by Chief Secretary in the Secretaries meeting.

g. Establishment of a helpdesk to continuous responds to and clarifies queries if any of the eOffice users.
h. Centralised procurement of necessary infrastructure including procurement and supply of digital signatures.
i. Weekly meetings at the level of Additional Chief Secretary, DPAR (AR) with the project team and NIC team to resolve issues if any and to provide feedback on implementation of eOffice and requirements of the state to the state level NIC team.

## Tangible and in-tangible benefits

a. Improvement in disposal of files at all levels.
b. Traceability of files and receipts has helped in monitoring the work of the staff.
c. Movement of files from one department to another within the secretariat has become smoother and faster.

## Message for eOffice Project Division, NIC

a. eOffice is a good product which has helped the State Government to transition from physical files to electronic files in a short span of time. There is still scope for improving the interface of eOffice to make it more user-friendly, and to reduce the duration taken to make changes in the application as per change requests given by the state.
b. Should have a nodal officer in the eOffice Project Division with whom the state could interact for fast-forwarding certain urgent requirements of the State.

Congratulations to the entire team of NIC for coming out with such a niche product. I would like to convey my sincere thanks to the NIC and eOffice project team and to wish them the best for the launch of the new version of eOffice.

## 2.2.3 Andhra Pradesh Secretariat, Government of Andhra Pradesh

**Shri. Kona Sasidhar, IAS**
Prl. Secretary to Govt.

eOffice was launched in the State of Andhra Pradesh on 20th December 2014 and since then, it has achieved 98 percent coverage at the Secretariat Department and Head of Department levels.

I commend the Program Management Unit of the IT,E&C Department, Government of Andhra Pradesh (GoAP) and the National Informatics Center (NIC) team for their sincere efforts to fast track on-boarding of user departments to eOffice, while ensuring smooth transition from physical files to electronic files. The teams have also ensured availability of on-site support at all user departments up to district level to provide hands-on training and resolve initial bugs.

The IT,E&C Department, GoAP has further undertaken measures to achieve 100 percent usage of eOffice at all levels of governance and hope to achieve this with the support of NIC and User Departments.

Prior to eOffice implementation, it is estimated that up to five (5) percent of all documents were either lost or misplaced in Government organizations. Over the years, eOffice has proven to be a reliable application that has improved the efficiency, transparency, and accountability in all stages of Governance at the State and District levels by enabling access to files from anywhere globally, with file tracking, time bound files and receipts (SLAs), and file search, among other functionalities. The application has also vastly improved data security and data integrity, as it is now virtually impossible for documents or files to be misplaced.

The project remains one of the milestone e-Governance initiatives in Andhra Pradesh and helped the State in moving towards a fully digital Government.

### 2.2.4 Telangana Secretariat, Government of Telangana
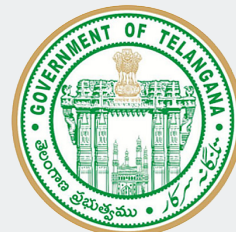


**Shri. Jayesh Ranjan, IAS**
Prl. Secretary to Govt.

**eOffice (File Management System) Implementation in the State of Telangana**

An eOffice System "A Digital Work Place Solution" has been initiated the state of Telanganain December 2015 by Telangana State., in coordination with NIC, Delhi & NIC, Hyderabad and ITE&C Department as a Nodal Point for implementation across the state.

We the state of Telangana has adopted the phase wise implementation of the project and initially chosen the Departments which are IT mature. As on date we have implemented eOffice project in more than 70 HOD's/ 3 Secretariat Department & 15 District Collectorate/Police Commissionerate's with 9000 users.

The Government has constituted eOffice implementation team and the System Admin team for successful implementation across the state.

The eOffice product by NIC envisages the faster clearance of the files in more efficient and effective way which also enhances the Anytime, Anywhere Governance.

The eOffice system is an integrated file and records management system that allows in effective way of implementing and increases the accountability and helps in faster clearance of files. The file system also enables the instant tracking and retrieval of data.

Now, the State Government is planning to extend the eOffice facility to all the Secretariat Departments, directorates and subsequently to all the districts.

## 2.2.5 Telangana State Special Police

**Smt. Abhilasha Bisht, IPS**
Addl. Director General of Police

eOffice an innovative digital workplace solution developed by NIC was implemented in Telangana State Special Police (TSSP) Head Office, Shourya Bhavanam, Hyderabad from 15-11-2017. In TSSP the Battalions are around 250 KM away causing manual file correspondence delayed by days. We were exploring a system which can address this scenario and facilitate for a speedy disposal. After going through the working features of eOffice, I found it could be the right solution to mitigate the manual correspondence and the result achieved after the implementation proved it.

For which I have identified a nodal officer for this entire eOffice implementation at my office as well as all Battalions across the state and he has to identify the eOffice Administrators & Master trainers to train the all Battalions staff across the state. As a step forward of implementation first I wanted to implement in my office i.e., Shourya Bhavanam which is the Head office of the all Special Police Battalions and then implemented in the year 2017. We have provided training to eOffice Administrators with the help of NIC and ITE&C teams in Battalions in phased manner and also improved infrastructure to implement eOffice throughout the Special Police Battalions in the state. In the course of implementation we faced many technical issues and functional issues and those were solved on high priority by the NIC and ITE&C teams for which their efforts were highly appreciated. Continuous capacity building programmes by NIC and ITE&C lead teams to keep both our teams at Head Office and the Battalions in sync with the routine activities and latest updates.

The benefit of work from anywhere is very beneficial to officers and I get the files on time and able to monitor the work assignments effectively.

I am glad to inform that my office was recognized and awarded with GEMs of Digital Telangana in the year 2018 by ITE&C dept. I am very thankful to the NIC and ITE&C Departments for their continual support.

## 2.2.6 Greater Hyderabad Municipal Corporation
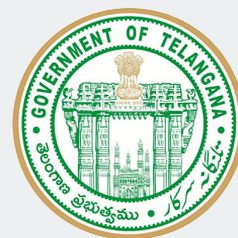
**Shri. Lokesh Kumar D.S., I.A.S**
Commissioner

**eOffice (File Management System) Implementation in the Greater Hyderabad Municipal Corporation (GHMC), Telangana**

eOffice was implemented at Greater Hyderabad Municipality Corporation (GHMC) in 14th November 2014.

The implementation approach was in a big bang way. Based on eOffice guidelines, GHMC fulfilled the eOffice pre-requisites and digitized all legacy records since 1960 (around 4 lakh pages) and were migrated into the system. Our staff (around 2000) got trained by NIC.

We are thankful to the earlier Commissioner of GHMC Shri Somesh Kumar, IAS and Special Commissioner Shri Babu Ahmed, IAS whose invaluable directions and efforts made the eOffice Live in a week period and it became a role model being the first corporate municipality in the country to become live in such a short span time. Delegates from Haryana, Jharkhand and Bangladesh visited GHMC to see the live demonstration.

GHMC has completed 5 years of eOffice usage, with 16 TB of eOffice data. Total eFiles created are 2,24,966 and eFiles moved are 2,358,360. Our head office, Six zonal offices and 30 Circles are under eOffice belt. All

successive commissioners i.e. Dr. B. Janardhan Reddy, IAS and Shri M Dana Kishore, IAS encouraged the eOffice usage. Thanks to NIC for fulfilling the unique requirement of Citizen Interface (CI) thus benefiting our citizens to track their correspondences.

I appreciate the system developed by NIC for its transparency, accountability, efficiency, quick disposal, monitoring and instant retrieval.

We are thankful to NIC for their consistent support.

## 2.2.7 Mahabubnagar District, Government of Telangana
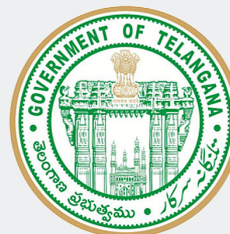
**Shri. D. Ronald Rose, I.A.S**
Collector & District Magistrate

**eOffice (File Management System) Implementation in Mahabubnagar District, Telangana State.**

An eOffice System "A Digital Work Place Solution" has been implemented at Collectorate, Mahabubnagar on 17 February 2017 in coordination with NIC, Mahabubnagar.

Mahabubnagar District is the First District in Telangana state to implement eOffice product in 63 Departments as on today.

The new eOffice system is an integrated file and records management system that allows employees to manage content, search for data internally and collaborate. The file system also enables the electronic movement and the tracking of files, and the archival & retrieval of data.

NIC Mahabubnagar District Centre is playing a key role in implementation of eOffice  Project in  all the Departments of Mahabubnagar and active in promotion of eGovernance.

NIC District Centre's determination and initiative in Mahabubnagar have created a conductive atmosphere for implementation of several e-Governance projects & have paved the way for the District Administration to do more in this area.

eOffice is the very wonderful product of NIC which leads the way towards paperless and any where office in Government sector.

We are also planning to implement eOffice product in all Tahsildhar Offices very soon.

**Awards Received for eOffice implementation in Mahabubnagar District**

1. Governance Now Digital Transformation Award in 2019.
2. SKOCH Order of merit Award in 2018.
3. Gems of Digital Telangana Award in 2017.

## 2.2.8 Kalaburagi Division, Government of Karnataka

**Shri. Subodh Yadav, IAS**
Regional Commissioner

### Reason for adopting eOffice

a. Tracking and monitoring of file movement.
b. Accountability and Transparency in office administration.
c. To adopt time bound working culture.

### Steps taken up for a successful and sustainable eOffice roll-out

a. Hands on and capacity building training to employees.
b. Strengthening of network.

### Tangible and in-tangible benefits

a. Improvement in file management.
b. Usage of Papers has reduced.
c. Transparency in the system.

### Message for eOffice Project Division, NIC

a. Dash Board facility.
b. Report option.
c. Delay notification to mobile number.

## 2.2.9 Darjeeling District, Government of West Bengal



**Dr. Deepap Priya P**
District Magistrate

### Reasons for implementing eOffice in Darjeeling

Indian bureaucracy since time inception has been following a detailed procedure of file management system. As time passed by, governance in India witnessed a phenomenal change towards development oriented administration. But our rigid procedure of managing file more or less preserved its identity. With the ushering of the IT revolution in India, many paths breaking changes have been applied in governance procedure especially in the bureaucratic procedures that we fondly term as re-engineering. eOffice is one such step towards re-engineering of our age old procedures. The eOffice product aims to support governance by ushering in more effective and transparent inter and intra-government processes.

### Implementation Strategies

In the initial phase we prepared a team of master trainers from various departments to undertake training at ATI, Saltlake Kolkata. The training was organised by NIC officials from the eOffice team and it was a decisive step which enhanced our knowledge base regarding the product. In coordination with IT Section and District NIC under District Informatics Officer (DIO), Darjeeling, we conducted a series of sensitisation programmes and hands-on trainings with few selective departments that we considered to be implemented in phase I.

In the trainings we came across many issues that were causing some confusion in our file management system. We communicated the same to the state NIC Quick Response Team West Bengal (QRT-WB) for eOffice to resolve the issues. They made their sincere efforts not only in resolving the issues but also guiding us with best practices, which were helpful in building our strategies.

The sensitisation programmes went in parallel with the preparation of Employee Master Data (EMD), which was the first step for eOffice implementation. IT section gathered all necessary information for creating email credentials and handed them over to DIO NIC. Our email accounts were created and in the same way we prepared the EMD for Phase I Departments. Our selection of departments were also critical as we have decided to give a mix of small and big departments just make the product little habitable for most of our employees, and it would create a ripple effect for the next phase of departments.

## Tangible and Non Tangible Benefits

The most important aspect of eOffice is its 24/7 availability in the internet platform which addresses many problems of our daily governance. The primary benefit is that the entire decision making is not bounded by time and place, whereas it is now always available to handle every emergency in the most transparent and accountable manner. The files, documents and other important notifications are now attached together in a symphonic manner that makes decision makers job more ease.

The applicability of eOffice lies primarily with its users. The culture of transparency and accountability improves responsibility and ethics of the Government employees and also public service gets a rejuvenated boost of life. Use of internet enable technology improves public satisfaction and their trust on Governance.

We can no longer think of any file getting misplaced or not available with us. It is secured and available all the time. This also gives us a room for innovating new ideas for governance and improves our decision making skills.

## Message for the eOffice Team

We congratulate the sincere efforts made by the eOffice Team of NIC West Bengal towards implementation of this project in a state wide manner in such a short period of time. Their professionalism and dedication towards their work proved in what we achieved today in our state. We also thank State Informatics Officer (SIO) NIC West Bengal for his coordination and support towards this project.

## 2.2.10 Mysuru Division, Government of Karnataka
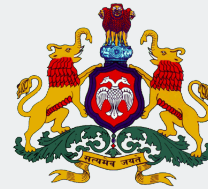
**Shri. Abhiram G. Sankar, IAS**
Deputy Commissioner & District Magistrate

### Reasons for adopting eOffice

a. For bringing in accountability and transparency.
b. To ensure fast disposal of files.
c. To protect files from physical damages.
d. To monitor and track file movements.

### Steps taken up for a successful and sustainable eOffice roll-out

a. Training of employees.
b. Driving the adoption from top to the bottom, while at same increasing the acceptance in a bottom-up approach.

### Impacts of eOffice

a. Avoiding physical handling of file and damage to the same in the long run.
b. Less risk of issues like misplacing of files.
c. Ability to protect files from physical wear and tear.
d. Ability to track pendency aids in hauling up weak performing section.

### Message for eOffice Project Division, NIC

a. The cumbersome requirement of being on the KSWAN, VPN or NIC network to be dispensed with, and in its place a mobile OTP based login can be created to assist officers to work from any place with connectivity.
b. Enable eOffice access through officer's mobile phones.
c. A more comprehensive report generation mechanism needed to find out the number, names and nature of files in each section, from the inception of file, even before it reaches the DC login.

## 2.3.2 Konkan Railway Corporation Limited





**Shri. Sanjay Gupta**
Chairman & Managing Director

### Reason for adopting eOffice

a. Compliance with digital initiative taken by Government of India.
b. To achieve a simplified, responsive, effective and transparent working of office through workflow automation.
c. To improve efficiency, consistency & effectiveness in delivering services.
d. To provide effective resource management & improve quality of administration.
e. To reduce processing delays, establish transparency, accountability.
f. To provide cost effective e-storage facility.
g. To provide eco-friendly, environment friendly, lesspaper office.
h. Ease of maintaining huge numbers of files, documents and its movement.
i. Effective system where authorized employee can locate required documents in shortest possible time.
j. Transparent, efficient and speedy decision making process.
k. Accountability at every stage and tracking of delay in terms of disposal of files.
l. Avoid files and papers missing or mishandling.

### Steps taken up for a successful and sustainable eOffice rollout

a. Formation of Project core team including nodal officers from each department was formed for doing preliminary study of eOffice and feasibility of implementation. Managed necessary approvals for commissioning.
b. Formation of Technical core team for co-ordination with NIC technical team and implementation. Formation application support team to give hands-on support to eOffice users.

c. Infrastructure assessment and procurement of necessary hardware/software done quickly.

d. Testing systems installed initially to understand the eOffice flow and implementation guidelines and policy prepared.

e. Boundary of implementation fixed and multiple training sessions conducted for users to understand the change in working style.

f. Preparation of standard files for every department to bring uniformity.

g. Structured workflows and processes were prepared and circulated to departments which helped them to migrate from physical files to electronic files.

h. One cut-off date was announced by Competent Authority after which all new files were created and moved in eOffice.

i. In parallel, all physical files got scanned and converted to PDF files and made available to every department. This helped users to copy old document/notings to upload in eFiles whichever required for reference.

j. Continuous hand-holding ensured to users for initial period.

### Tangible and in-tangible benefits

a. Organized Record Management of documents and files.

b. Enforced a uniform working procedure.

c. Easy search and monitoring, tracking of files.

d. Virtually paperless office.

e. Manpower saving and their utilization for different work.

f. Saving in physical storage space.

g. Files access from anywhere.

h. Faster movement of files and early decision making.

i. Instant delivery of documents/communications between departments and further to customers/vendors.

j. Reduction in employee allowance expenditure towards transfer of physical files between geographically different locations.

k. Elimination of files/documents missing/misplacements.

### Message for eOffice Project Division, NIC

a. eOffice Project division has a good understanding of Government business processes which have made them to include necessary workflows in the system.

b. They have good technical team to keep the technology continuously upgraded.

c. Support team is cordial and supportive with clients.

d. They upgrade application, based on the feedbacks received from clients.

## 2.3.3 Power System Operation Corporation



**Shri. P K Agarwal**
Director (Market Operation)/CISO

### Reasons for adopting eOffice
a. To bring in transparency & accountability in the organization.
b. Minimize delays in the approval process & increase productivity.
c. To have the whole process paperless to save environment.

### Steps taken up for a successful and sustainable eOffice rollout
a. Started with centrally located units e.g. NRLDC, NLDC & Corporate Office for smooth implementation.
b. Process mapping completed and SOPs were prepared in a time bound manner.
c. Participation of IT, HR and other departments was ensured.

### Tangible and in-tangible benefits
a. Major saving of paper.
b. Approval process became very fast and can take place from outside office also.
c. File movement being paperless became very smooth & fast saving lot of time, efforts & cost.

### Message for eOffice Project Division, NIC
a. eOffice implementation carried out very well by NIC team having perfect coordination with POSOCO units.
b. Awareness & training sessions were well organized & well taken in POSOCO.
c. Some customization as per POSOCO needs, if done by NIC, would make it more effective e.g. Development of an app for mobile, IPad etc would add mobility to eOffice usage.

## 2.3.4 Punjab Police Housing Corporation Limited

**Shri. M.K. Tiwari, IPS**
DGP-cum-Managing Director

### Reasons for adopting eOffice

Punjab Police Housing Corporation has transformed its office into a paperless environment. A need was felt to integrate the whole working process into one comprehensive eOffice environment. The main factors are listed below:

a. Enhance transparency.
b. Increase accountability.
c. Assure data security and data integrity.
d. Promote innovation by releasing staff energy and time from unproductive procedures.
e. Transform the government work culture and ethics.

### steps taken up for a successful and sustainable eOffice roll-out

In order to achieve this, NIC's eOffice solutions have been deployed. The implementation of the eOffice was carried out by PPHC as a mission mode project. The project timelines for rolling out the implementation were defined for all the activities to be performed as per the transition strategy and transition time-table defined by NIC. Project Implementation Committee and Support Mechanism were constituted, in which different activities were assigned to the staff of the PPHC. Individual Digital Signature Certificates (DSCs) and personal govt. e-mail ids as recommended were created for all the staff of the PPHC.

## Tangible and in-tangible benefits

Time saving.
Work from any location.
Digitalized record Management of all files.
Easy search and monitoring of files and receipts.
Increase in efficiency, transparency in work.

## Message for eOffice Project Division, NIC

eOffice Project team has a good knowledge of Government working. They have a good technical team from top to bottom. The team has a skill to solve all the queries related to eOffice. The team is very supportive and always ready to solve the problems.

The following difficulties are being faced by us:

i.   Frequent disruption of eOffice services at the end of NIC - server.
ii.  DSC services does not work many a times.
iii. More user friendly reports as discussed by the undersigned with NIC.

# 2.4 Universities/Training Institutes

## 2.4.1 Jawaharlal Nehru University



जवाहरलाल नेहरू विश्वविद्यालय
Jawaharlal Nehru University

**Prof. M. Jagadesh Kumar**
Vice Chancellor

I appreciate the sincere efforts made by the Communication and Information Services unit of JNU and the NIC Team for the implementation of eOffice at JNU. JNU has been using eOffice across the Campus since January, 2015 under its digital initiatives. The University has implemented all modules of eOffice in a phased manner.

JNU has the distinction of making maximum use of eOffice in the University and eOffice is being used by all the stakeholders of the University since 2017 after conducting continuously intensive hands-on trainings, investing on technical support for nearly 2 years to all the faculty members and the staff working in various capacities.

The eOffice is a very good application in terms of bringing efficiency, accountability and transparency in the administration of the University.

JNU has taken all possible steps with the help of NIC for 100 percent usage of eOffice in the University. This comprehensive use of eOffice in the University has also helped us in data standardization, optimal use of space and resources, disaster readiness and fast delivery of University Services. JNU has also taken up eOffice as one of the major e-Governance initiatives to achieve 'paperless' administration, anywhere and anytime working and also to reinforce the Digital India programme of Government in the Campus.

## 2.4.2 Lal Bahadur Shastri National Academy of Administration





**Shri. Manoj Ahuja**
Special Director
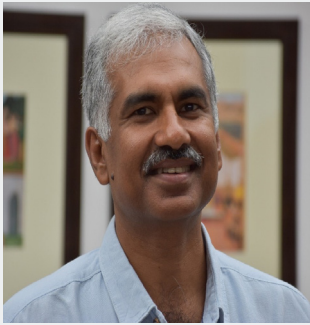
The eOffice project was conceived to bring in a much needed culture to enable Government departments to work and cater to the citizens in an efficient and transparent manner. eOffice is a single platform where an employee can carry out his official work online. Moreover, with eFile the time taken in processing a File is reduced to a great extent and files can be monitored and tracked thus improving the overall efficiency of the organisation.

LBSNAA, Mussoorie is perhaps the first Government of India office to use eOffice in the year 2011. I appreciate the sincere efforts made by the National Informatics Centre, Delhi, for implementation of eOffice at LBSNAA. LBSNAA is using eOffice completely since 2011. LBSNAA is making optimum use of eOffice in the campus and eOffice is being used by all the LBSNAA employees since 2011.

### 2.4.3 National Institute of Plant Health Management

**Smt. G. Jayalakshmi, IAS**
Director General

NIPHM is an Autonomous body under the Department of Agriculture, Cooperation and Farmers Welfare, Ministry of Agriculture and Farmers Welfare, Government of India.

This office implemented eOffice in the month of August, 2018 and since then; all levels of users, both, technical and non-technical have been brought on board.

The eOffice (efile) application is hosted with the NIC and the team led by Dr. Y.S. Murthy, ASIO, NICTSC, Hyderabad comprising of Shri Laxmikanta Samantara has played a key role in training and stabilizing the platform.

NIPHM has adopted eOffice (efile) system to bring in transparency, speed and accountability in handling files, as the Institute is primarily a technical Institute. Further, it has improved the tracking of files, safety and durability compared to physical mode.

## 2.4.4 Haryana Institute of Public Administration

**Dr. Devendra Singh**
Assistant Professor

### Background

Haryana Institute of Public Administration as a Nodal Agency of the State is involved in designing intensive, detailed training scheduled for Induction Training Programme of IAS, IPS, IFS officers and the other Central Services and State Civil Services of the State with a vision to upgrade qualities of professionalism, responsiveness, integrity and courage amongst Civil Servants.

The need for effectiveness and transparency in Government processes and service delivery mechanism is a long-felt one. The physical file movement of official files & documents incurs a lot of time and requires a continuous monitoring from desk to desk before the final decision is made by the senior officials. Consequently, many crucial decisions get delayed due to the slow movement of files and/or unavailability or absence of the senior officials in the office for clearing these files.

Theft and missing of files is also not uncommon in most of the government offices. The immediate need in such scenario was to have a system in place where an authorized employee could locate the required documents and/or files in the shortest possible time, update and share them with other relevant users and eventually store them with proper references.

Against the above backdrop, HIPA has proposed to converts its manual office procedure electronically for a simplified, responsive, effective and transparent working by making use of eOffice platform developed by NIC.

## Aim

The physical file movement of official files & documents incurs a lot of time and requires a continuous monitoring from desk to desk before the final decision so that we have decided to implement eOffice in HIPA to bring transparency in decision making process.

## Implementation Strategy

Implementation of eOffice at HIPA has been done in a planned manner. Three phases of planning, preparation and Implementation has been identified and activities in each of these are driven under the guidance of NIC deputed expert. Out of 6 components in eOffice we have implement only two components i.e. e-file and KMS. The implementation stages are as under.

i.  eOffice Study and Assessment- Assessment of Products and Visit other sites i.e. LBSNAA, Mussoorie where eOffice had already been implemented.
ii. Commitment to eOffice and Agreement with NIC Meeting- Meeting with DG, NIC regarding NKN connectivity.

- **Planning:** eOffice core committee has been constituted under the guidance of the Director General.
- **Preparation:** First create NIC mail to all officers/officials of HIPA those are dealing the files along with Digital Signature Certificates (DSC). Created EMD (Employee Master Data) for eOffice and hierarchical structure i.e. how file will move in eOffice.
- **Implementation:** Setting eOffice environment. Capacity building; It was not an easy process to transform from Physical File to electronic file. Greater obstacle proved to be motivating the functionaries to shift from physical files to electronic mode. There were lots of disbelief about the proposed transformation. With proper motivation and intensive training, confidence has been created. Scanned all the personal files of employees of HIPA and migrated in the eOffice under the supervision of Nodal Coordinator. Established LAN for computer connectivity with proper structure cabling. Central Registry Unit was established comprising of one Technical Operator who has good computer knowledge and all receipts from any entity outside the Department are diarized by this unit.

## Impact of implementing eOffice

- Quick disposal of approvals and sanctions.
- As the file movement became transparent, the disposal rate is improved. Decision making is not getting delayed due to the absence of any officer.
- Status of Files/Documents is quickly known.
- All desks are free of physical papers and files.
- The total cost of Stationary and printing has greatly reduced.
- HIPA has set a new record in implementation of eOffice in Haryana.
- It is possible to receive the file on days the office is officially closed.
- DG HIPA expressed that after implementation of eOffice, not a single paper is appearing on his table. He also said that, "I am very proud that HIPA is first Department in Haryana to implement "eOffice."

## Benefits

1. The project will provide the following benefits:
2. Easy accessibility of records across different branches in HIPA through automation.
3. Prevention of unauthorized access by facilitating role based search and use of digital signature certificate at the time of information exchange.
4. Reduction in paper usage.
5. Enhance transparency — files can be tracked and their status is known to all at all times,
6. Increase accountability —the responsibility of quality and speed of decision making is easier to monitor,
7. Assure data security and data integrity.
8. Provide a platform for re-inventing and re-engineering the department.
9. Transform the work culture and ethics,
10. Promote greater collaboration in the work place and effective knowledge management.

## Outcomes

Success of eOffice would be measured by the simplification it brings in Government processes and procedures, elimination of unproductive/ non value-adding work, and reduction in paperwork. The outcomes expected from process reforms through eOffice are as follows:

1. Workflow automation including standardization & automation of repetitive processes/work flows.
2. Knowledge management, including creation of institutional memories.
3. Record management.
4. Efficient communications management.
5. Quick disposal of files and timely monitoring of pending files.
6. Productivity management (dashboard view, performance management, file tracking).
7. User-friendliness.
8. Transparency and Accountability has been one of the best advantage brought by eOffice.
9. Cost-effectiveness.
10. Simplification and Standardization of Govt. Process.

## Current Status

The eOffice software working satisfactorily in HIPA from 6th August, 2015 onwards and all the officers and officials using eOffice very efficiently and effectively in day to day office work.

# Chapter- 3 Awards and Recognitions

# 3.1 Awards

| Organisations | Award(s) Received |
|---|---|
| DoIT, Govt. of Tripura | BW Business world Digital India Submit Award |
| Mahabubnagar District, Telangana | Governance Now Digital Transformation Award (2019)<br>Skoch Order of Merit Award (2018)<br>Gems of Telangana Award (2018) |
| Telangana State Special Police | GEMs of Digital Telangana (2018) |
| DC Office Capital Complex, Arunachal Pradesh | Skoch Order of Merit Award (2018)<br>National e-Governance Award (2018) |
| Department of Governance Reforms, Government of Punjab | Skoch Order of Merit Award (2017 - 2018)<br>Silver Skoch Award (2018)<br>CSI Nihilent e-Governance Awards (2017) |
| Barnala District, Punjab | Skoch Order of Merit Award (2017)<br>Silver Skoch Award (2017) |
| Fatehgarh Sahib District, Punjab | Skoch Order of Merit Award (2017) |
| Greater Warangal Municipal Corporation | Skoch Order of Merit Award (2016) |
| Government of Kerala | CSI Nihilent e-Governance Award of Appreciation (2014 - 2015) |
| Sindhudurg District, Maharashtra | CSI Nihilent e-Governance Award of Appreciation (2014 - 2015) |

Hon'ble MOS (PP) Dr. Jitendra Singh presenting Certificate of Appreciation to the 9 Ministries/Departments for implementation eOffice in February, 2019



Hon'ble MOS (PP) Dr. Jitendra Singh presents Certificate of Appreciation to 34 Ministries/Departments in March, 2018

## Indian Railways expands e-office system

ANI | Updated: Nov 01, 2019 20:33 IST

New Delhi [India], Nov 1 (ANI): Ministry of Railways said RailTel has created over 50000 users in 58 establishments of the Indian Railways which have adopted paperless work culture and has also trained all executives to handle the platform.

"RailTel has created 50000+ users in 58 establishments of Indian Railways which have adopted paperless work culture and also trained all the executives to handle the platform," said the Ministry of Railways in a release.

"Indian Railways adopted the e-office system to make it paperless, efficient, transparent and expeditious. The implementation of phase-I of NIC e-office suite has been completed ahead of time by RailTel under an MoU with Indian Railways in March 2019 with a mandate to complete the work by March 2020," said an official statement.

### Ravi Shankar Prasad @rsprasad

National Security Guard (NSG) has gone digital by adopting eOffice solution developed by NIC which will help in digitisation of office procedures. Delighted to learn that NSG is not only prompt in protecting nation but also adopting technology.

Posted at: Feb 11 2019 9:21PM

## Modi 2.0: Index to monitor states, better redress system and more e-offices

New appraisal cycle of Modi 2.0 will start key projects in its first 100 days bearing in mind 'minimum govt, maximum governance'.

By Anubhuti Vishnoi, ET Bureau | Updated: May 26, 2019, 06:27 AM IST

NEW DELHI: A Good Governance Index to assess and rank states, electronic offices down to the state secretariat level to ensure paperless functioning and further optimisation of the grievance redressal system to reduce the disposal time — these are among the key projects aimed at 'minimum government, maximum governance' under the new Narendra Modi government's first 100 days.

Underlining its focus on governance issues, Modi 2.0 is planning to operationalise the Good Governance Index for States from July 1, ET has learnt. It will measure governance of states, rank them and drive them to act in target areas.

## Punjab's digital push: State rolls out first e-Office facility in the country

The CM set a deadline for all directorates and other field level offices to upgrade to the eOffice system latest by January 1, 2020.

Published: 01st November 2019 08:21 PM | Last Updated: 01st November 2019 08:23 PM

## कार्यालयों में ई-ऑफिस प्रणाली लागू होगी

Shivpuri News - कार्यालयों में ई-ऑफिस प्रणाली लागू होगी शिवपुरी|मप्र के समस्त जिला कार्यालयों में त्वरित गति से कार्रवाई...

Bhaskar News Network | Jul 30, 2019, 09:15 AM IST

शिवपुरी|मप्र के समस्त जिला कार्यालयों में त्वरित गति से कार्रवाई किए जाने 31 दिसंबर से आधुनिक तकनीकी का उपयोग कर ई-ऑफिस प्रणाली लागू की जाएगी। इसके तहत समस्त नस्तियों का परिचालन ई-ऑफिस प्रणाली के माध्यम से किया जाएगा। कलेक्टर अनुग्रहा पी ने जिला कार्यालयों में ई-ऑफिस प्रणाली लागू करने के संबंध में सभी कार्यालय प्रमुखों को भेजे गए पत्र में निर्देश दिए हैं कि अपने-अपने कार्यालयों में ई-ऑफिस कार्य प्रणाली समय-सीमा में अनिवार्य रूप से लागू किया जाना सुनिश्चित करें।

## Dr Jitendra Singh to present certificates of appreciation for implementing e-office

New Delhi, Feb 11 (UNI) To appreciate the sincere efforts made by different ministries and departments and giving recognition of the commendable work done by them in implementing 'e-Office', the Minister of State for Personnel and Training Dr Jitendra Singh will confer Certificates of Appreciation to nine Ministries and Departments of Government on Tuesday here.

In 2018, 34 Ministries and Departments were awarded 'Certificate of Appreciation'.

# ఈ–ఆఫీస్‌తో కాగిత రహిత లావాదేవీలు: కలెక్టర్‌ రొనాల్డ్‌ రోస్

**మన తెలంగాణ/మహబూబ్‌నగర్:** జిల్లాలో కాగిత రహిత లావాదేవీలు నిర్వ హించానే ప్రధాన లక్ష్యంతో ఈ–ఆఫీస్‌ ఉపయోగపడుతుందని, ఆ దిశగా వివిధ శాఖల అధికారులు పనిచేయాలని జిల్లా కలెక్టర్‌ రొనాల్డ్‌రోస్‌ సూచించారు. మంగళవారం జిల్లా పౌరసంబంధాల శాఖ అధికారి కార్యాలయంలో ఈ–ఆఫీస్‌ కార్యాలయాన్ని కలెక్టర్‌ రొనాల్డ్‌రోస్‌ ప్రారంభించారు. ఈ సందర్భంగా కలెక్టర్‌ మాట్లాడుతూ జిల్లాలో ఇప్పటివరకు 28 కార్యాలయాల్లో ఈ–ఆఫీస్‌ ప్రారం భించుకోవడం చాలా సంతోషకరమని, మిగతా కార్యాలయాలలో త్వరలోనే పూర్తి చేస్తామని, జిల్లాలోని అన్ని కార్యాలయాలు ఈ–ఆఫీస్‌గా మార్చిన ఘనత మనకే దక్కుతుందన్నారు. మిగతా కార్యాలయాల అధికారులు కూడా వెంటనే పనులు పూర్తి చేయాలని, ఈ–ఆఫీస్‌ వల్ల ఉన్న ఉపయోగాలు మొదట్లో కొంత ఇబ్బంది అనిపించినా తర్వాత సునాయాసంగా పనులు పూర్తి అవడానికి ఉపయోగపడుతుందని అన్నారు. కార్యక్రమంలో నారాయణపేట సబ్‌కలెక్టర్‌ కృష్ణా ఆదిత్య, జిల్లా పౌరసంబంధాల శాఖ అధికారి యస్‌.పాండురంగారావు, ఏపీఆర్‌ఓ చెన్నమ్మ, ఎన్‌ఐసి అధికారి మూర్తి, వాసు, తదితరులు పాల్గొన్నారు.

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## ਬਰਨਾਲਾ ਈ-ਆਫਿਸ ਪ੍ਰੋਜੈਕਟ ਲਾਗੂ ਕਰਨ 'ਚ ਮੋਹਰੀ

Posted On November - 23 - 2018

ਖੇਤਰੀ ਪ੍ਰਤੀਨਿਧ
ਬਰਨਾਲਾ, 23 ਨਵੰਬਰ

ਜ਼ਿਲ੍ਹਾ ਬਰਨਾਲਾ ਈ-ਆਫਿਸ ਪ੍ਰੋਜੈਕਟ ਲਾਗੂ ਕਰਨ ਦੇ ਮਾਮਲੇ 'ਚ ਬਾਕੀ ਜ਼ਿਲ੍ਹਿਆਂ ਨੂੰ ਪਿੱਛੇ ਛੱਡਦਿਆਂ ਪੰਜਾਬ ਭਰ 'ਚੋ ਮੋਹਰੀ ਚੱਲ ਰਿਹਾ ਹੈ। ਇਸ ਦੇ ਨਾਲ ਹੀ ਬਰਨਾਲਾ ਜ਼ਿਲ੍ਹੇ ਦੇ ਇੱਕ ਨੈਸ਼ਨਲ ਬਿੱਲ ਦੀ ਪੂਰੀ ਪ੍ਰਕਿਰਿਆ ਆਨਲਾਈਨ ਕਰਨ ਲਈ ਪਾਇਲਟ ਪ੍ਰੋਜੈਕਟ ਦੇ ਰੂਪ 'ਚ ਚੋ ਹੋਈ ਹੈ। ਡਿਪਟੀ ਕਮਿਸ਼ਨਰ ਨੇ ਦੱਸਿਆ ਕਿ ਦੂਜੇ ਡਿਪਟੀ ਕਮਿਸ਼ਨਰ ਦਫਤਰ ਦੀਆਂ ਸਾਰੀਆਂ ਸਾਖਾਵਾਂ ਦੇ ਨਾਲ-ਨਾਲ ਐਸ.ਡੀ.ਐਮ. ਦਫਤਰ ਬਰਨਾਲਾ, ਜ਼ਿਲ੍ਹਾ ਰੈੱਡ ਕਰਾਸ ਸੁਸਾਇਟੀ ਬਰਨਾਲਾ ਅਤੇ ਪੰਜਾਬ ਲੈਂਡ ਰਿਕਾਰਡਜ਼ ਸੁਸਾਇਟੀ (ਪੀ.ਐਲ.ਆਰ.ਐਸ.) ਬਰਨਾਲਾ ਨੂੰ ਵੀ ਆਨਲਾਈਨ ਕਰ ਦਿੱਤਾ ਗਿਆ ਹੈ। ਜੇਕਰ ਵੀ ਫਾਇਲ ਦਸਤਾਂ ਨਹੀਂ ਭੇਜੀ ਜਾਵੇਗੀ। ਸਿੱਟੇ ਵਜੋਂ ਜ਼ਿਲ੍ਹੇ ਨੂੰ ਸੂਬੇ 'ਚ ਸਭ ਤੋਂ ਦਖੀਆਂ ਦੱਗ ਨਾਲ ਈ-ਆਫਿਸ ਲਾਗੂ ਕਰਨ ਲਈ ਸਨਮਾਨਤ ਵੀ ਕੀਤਾ ਜਾ ਚੁੱਕਾ ਹੈ। ਇਸ ਦੇ ਨਾਲ ਹੀ ਜ਼ਿਲ੍ਹੇ ਦੀ ਵੈੱਬਸਾਈਟ ਨੂੰ ਵੀ ਨਿਤਰਹੀਨ ਅਤੇ ਰੰਗਾਂ ਦੇ ਅੰਤਿਆਤ ਤੇ ਪੋਰਤ ਲੋਕਾਂ ਦੇ ਦਰਤਵਣੇਖਾ ਬਣਾਇਆ ਗਿਆ ਹੈ।

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## ICF goes paperless with e-office

Published: Jun 30,2019 @ 01:27 AM

*In what may be a giant leap for the Integral Coach Factory in the city in achieving its mission of its administration going paperless, its first e-office was inaugurated by the factory's general manager, Rahul Jain, on Saturday.*

**Chennai:** Currently, about 744 users of ICF have been registered in the e-office, promoted by RailTel, to bring transparency and efficiency in the day-to-day functioning of government establishments.

The e-office is a Mission Mode Project (MMP) under the national e-governance programme of the Union government, which aims to usher in effective and transparent inter-government and intra-government transactions. Detailing the project, Puneet Chawla, chairman and

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# First e-office in Sivasagar

**OUR SPECIAL CORRESPONDENT**

**Guwahati:** Sivasagar has become the first district in Assam to launch the e-file management system.

E-office is a mission-mode project developed and designed by the National Informatics Centre. It was first implemented by the state government at the secretariat in 2017.

Later, it was extended to the directorate, commissionerate, attached offices and districts levels. The secretariat administration department is the nodal department of the project in Assam.

*S. Lakshmanan shows the functioning of the e-office to the officers and staff at deputy commissioner's office in Sivasagar*

not only in the district but in the state as well.

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## Under PMO watch, ministries to be ranked on e-office compliance

*This follows a lukewarm response from various ministries to the project, with just four ministries and departments turning fully digital so far.*

By Aman Sharma, ET Bureau | Updated: Jun 23, 2016, 03.00 AM IST

*The personnel ministry plans to soon start ranking ministries on compliance with e-Office project and share the data with the Prime Minister's Office after a monthly review as part of a drive to push ministries to go paperless and have files online.*

NEW DELHI: The personnel ministry plans to soon start ranking ministries on compliance with e-Office project and share the data with the Prime Minister's Office after a monthly review as part of a drive to push ministries to go paperless and have files online.

This follows a lukewarm response from various ministries to the project, with just four ministries and departments turning fully digital so far.

The Department of Administrative Reforms and Public Grievances (DARPG) has written to the ministries, saying that the project needs to be implemented in mission mode. DARPG itself is set to switch to e-office from July.

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# Secretariat to take the e-route by year end

**T. Nandakumar**

**THIRUVANANTHAPURAM:** Manual handling of files and documents is expected to be replaced with a more efficient electronic system as all the departments in the Secretariat here will switch over to the e-Office software by the year end.

Developed by the National Informatics Centre (NIC), e-Office is a digital workplace solution designed to ensure accountability and speedy decision-making. The Finance, Information Technology, In-dustry, Local Self-Government, Stores and Purchase, Food and Civil Supplies and Health Departments have already been brought into the e-Office network, along with the State Planning Board and the Kerala State IT Mission.

**Major challenge**

K. Mohammed Y. Safirulla, Director, KSITM, said the project was expected to cover 40 departments by December. He said the NIC was working on solutions to the Malayalam editing and typing issues, one of the major chal-lenges in the implementation of the e-office system. Officials said the system would be extended to directorates in the next phase.

e-Office is equipped with separate modules for file management, knowledge management, personnel information and collaboration and messaging services. "The system ensures more transparency in the system as each and every action taken on a file is recorded electronically," says an official. "e-Files can be easily searched and retrieved and actions on them can be taken instantly. They can also link to and reference relevant files, documents, rulings and decisions. This simplifies decision-making," the official said.

While the personnel information system allows author-ised users to access an employee's personal data and employment records, the leave management system facilitates online application for leave and speedy processing. It also lets users track the status of an application.

The system helps upload, locate, and view large volume of documents including policies, forms, acts and regulations, circulars, , office orders and manuals. Other features include automated payroll, audit trail facility and SMS and e- mail reminders for events and conferences.

- Files, documents to be replaced by e-Office software
- Project will cover 40 departments by December

## E-Office system launched in Rail Coach Factory, Kapurthala

**Rajat Kumar** Author(s):



Sh R K Mangla PCME with Sh A K Sinha CMEIT.

Becomes first production unit over Indian Railways to implement this system Kapurthala, June 28, 2019: Rail Coach Coach Factory, Kapurth=ala, on June 27 introduced E Office system in its offices , thus becoming the first production unit of Indian Railways to implement the system. The trial of this system was succes=sfully carried out on June 26 and on June 26 and on Thursday the system was launched by Principal Chief Mechanical Engineer of RCF,

Shri R K Mangla. For the launch of this software, RCF's Information Technology Department under the stewardship of its Chief Mechanical

## Andhra Pradesh to introduce e-Office system in all districts

*Already 2,23,582 files with 1,72,40,119 pages have been scanned and kept ready while another 2,02,193 files would also be digitised soon.*

PTI | Updated: May 25, 2016, 04.33 PM IST



*Andhra Pradesh CM N Chandrababu Naidu announced today that e-Office will be introduced on a pilot basis in all 13 districts in June followed by a full-scale launch in July.*

VIJAYAWADA: Andhra Pradesh, a pioneering state in implementing e-Governance initiatives, is set to take another giant step by introducing e-Office system in all districts.

e-Office will be introduced on a pilot basis in all 13 districts in June followed by a full-scale launch in July, Andhra Pradesh Chief Minister N Chandrababu Naidu announced at the two-day conference of district collectors here today.

## Meghalaya Chief Minister inaugurates e-office for efficiency in governance

By
Posted on September 6, 2018

Meghalaya Chief Minister Conrad K Sangma recently inaugurated the e-office project to make inter-government and intra-government transactions and processes in the northeastern state more efficient and transparent.

Designed by the National Informatics Centre (NIC), the e-office project was inaugurated by Sangma at his office on Wednesday. "It will allow us to clear the files and issue necessary order and instructions on the go, which will transform the day-to-day function of the office in an efficient manner," he said.

Hailing the project as environment-friendly, the chief minister said the new system would bring in efficiency in clearing and tracking of files. "It will make the entire process environment-friendly as movement of files will be digital and will reduce the use of paper in offices," he added.

The e-office project is part of the government's efforts to make use of Information and Communication Technology for the State's overall development.

## e-Filing System inaugurated at Guntur Rural SP office



**HIGHLIGHTS**

Rural Superintendent of Police Ch Venkata Appala Naidu inaugurated Electronic Filing System at Guntur Rural Superintendent of Police office here on Thursday

**Guntur:** Rural Superintendent of Police Ch Venkata Appala Naidu inaugurated Electronic Filing System at Guntur Rural Superintendent of Police office here on Thursday.

Speaking on the occasion, he said that under the new system, they will get information relating to files at a brisk pace.He said they will also get information relating to how long the file is pending and where it is pending?

## తెలంగాణ భవన్‌లో ఈ-ఆఫీస్ ప్రారంభం

ప్రారంభించిన ప్రిన్సిపల్ రెసిడెంట్ కమిషనర్ జి.అశోక్‌కుమార్



ఈ-ఆఫీసును ప్రారంభిస్తున్న ప్రిన్సిపల్ రెసిడెంట్ కమిషనర్ జి.అశోక్‌కుమార్

సాక్షి, న్యూఢిల్లీ: పుత్రవారం నాడు ఢిల్లీలోని తెలంగాణ భవన్ గురజాడ సమావేశ మందిరంలో జరిగిన ఈ సమావేశంలో తెలంగాణ భవన్ ప్రిన్సిపల్ జి.అశోక్‌కుమార్ మాట్లాడుతూ, పేపర్ లెస్ తెలంగాణ భవన్‌గా మార్చే దిశలో నూతన ఆవిష్కరణలు చేస్తున్నట్లు అశోక్ కుమార్ తెలిపారు. ఇకపై ఢిల్లీ, తెలంగాణ భవన్‌లో రోజువారీ అధికార కార్యకలాపాలు అన్నీ ఈ- ఆఫీస్ విధానం ద్వారా నిర్వహించనున్నామని చెప్పారు. ప్రభుత్వ కార్యకలాపాలు మరింత వేగవంతంగా, పేపర్ లెస్, మరింత పారదర్శకంగా కొనసాగించే ఉద్దేశంతో ఈ-ఆఫీస్ విధానం ప్రవేశ పెట్టామని అశోక్ కుమార్ వివరించారు. తెలంగాణ ఐటీ శాఖ సహకారంతో తెలంగాణ భవన్స ఈ-ఆఫీస్ గా మార్చామని, ప్రస్తుతానికి ఆరు విభాగాలను కలుపుతూ ఈ ఆఫీస్ పని చేయబోతుందని ఆయన తెలిపారు. ఈ ఆఫీస్ పనితీరుపై అధికారులకు, ఉద్యోగులకు ప్రత్యేక శిక్షణ ఇవ్వనున్నట్లు అశోక్‌కుమార్ పేర్కొన్నారు.

## కాగితం రహిత పాలనతో ప్రయోజనం

### కలెక్టర్ రొనాల్డ్ రోస్



విద్యాపాఠశాలయు అమోదించిన కలెక్టర్ రొనాల్డ్ రోస్, ఎడతల డీఆర్‌ఓ బాబురెడ్డి

## E-office to come to 35 departments in January

Sharath S. Srivatsa

BENGALURU, NOVEMBER 04, 2018 21:20 IST
UPDATED: NOVEMBER 04, 2018 21:20 IST

SHARE ARTICLE  f  🐦  🔴  ⊙  ✉  💬 0  🖨 PRINT  A | A | A

**Unlike earlier systems, this will ensure interconnection between departments and offer long-term benefits in governance**

After being implemented in some offices over the past couple of years on pilot basis, the concept of e-office is set to take off in around 35 departments simultaneously from January 1. While e-office (or less-paper office) has made entry at different levels across departments, these offices are not integrated or interconnected at present.

What sets the e-office initiative launched now apart from what has been implemented so far is that the offices at the policy-making level will be doing less-paper work now, bringing in a host of changes in the way files move. At present, about 60 government offices have adopted the less-paper concept, but they are not interconnected, which means the system of working is restricted to those offices.

## eOffice launched at Kalaburagi Regional Commissioner's office

STAFF REPORTER

KALABURAGI, JULY 04, 2019 09:57 IST
UPDATED: JULY 04, 2019 09:58 IST

SHARE ARTICLE  f  🐦  🔴  ⊙  ✉  💬 0  🖨 PRINT  A | A | A

**'Public servants should develop a sense of service and help people'**

Revenue Minister R.V. Deshpande flagged off eOffice at the Regional Commissioner's office here on Wednesday. The office has put the system in place as part of its efforts to simplify the administrative activities and ensure fast disposal of files.

Expressing his appreciation of the efforts in adopting newer technologies for faster delivery of services to people, the Revenue Minister stressed the need for the administrative apparatus developing commitment to serve people by offering time-bound services hassle-free.

## e-office system launched in 22 UP government departments

IANS | Lucknow
Last Updated at October 27, 2017 15:22 IST

**ALSO READ**

Yogi Adityanath announces measures for welfare of potato growers

Centre repatriates five IAS officials sought by Yogi Adityanath

An e-office system was launched by Uttar Pradesh Chief Minister Yogi Adityanath here on Friday in which 22 departments have been included in the first phase.

The e-office system makes the working process paperless and all files would move through the digital means.

## e-Office set to make government services seamless

Dennis S. Jesudasan

CHENNAI, SEPTEMBER 26, 2019 00:08 IST
UPDATED: SEPTEMBER 26, 2019 00:08 IST

**All files will be processed electronically under the framework**

With the aim of providing seamless and efficient services to citizens, the Tamil Nadu government has decided to implement the e-Office framework, developed by the National Informatics Centre (NIC), with immediate effect in all government Departments/PSUs/Boards/Agencies under its control.

The move entails the processing of all files electronically, in lieu of a manual file processing system.

## Odisha Police launches e-office system

*Odisha Police on Monday launched e-office system developed by National Informatics Centre (NIC) and Centre for Modernising Government Initiatives (CMGI).*

Published: 20th March 2018 05:02 AM  |  Last Updated: 20th March 2018 05:02 AM  |  A+ A A-

By Express News Service

BHUBANESWAR:Odisha Police on Monday launched e-office system developed by National Informatics Centre (NIC) and Centre for Modernising Government Initiatives (CMGI). Launching the e-office system, Odisha DGP Dr RP Sharma asserted that it will ensure transparency, effectiveness, accountability and convenience.

**NIC** ✔
@NICMeity

Hon'ble Min for Commerce & Industry, Transport and Parliamentary Affairs, Assam, launched #NIC-developed application #SPARROW for online recording & submission of Performance Appraisal Reports, PARs by the Assam Civil Services officers @_DigitalIndia @GoI_MeitY @SecretaryMEITY

*Chief Minister Pema Khandu signed the first e-file on Tuesday paving way for digital governance through electronic paperless office. The first digital file signed was from the Information Technology department. In the first phase including IT, the department of personnel and administrative reforms has been digitized. Secretary IT, Director IT, Director Science & Technology, NIC officials were present during the signing.*

# 3.3 Inaugurations



eOffice launch at NIMHANS by Dr. BN Gangadhar, Director, NIMHANS in presence of Dr. Neeta Verma, DG, National Informatics Centre and other dignitaries in November, 2019



Chief Minister of Punjab Capt. Amarinder Singh is inaugurating eOffice at Punjab Bhawan in the presence of the all the Cabinet Ministers of Punjab in November, 2019

Shri. P Madhusudan, CMD of RINL inaugurating eOffice at Visakhapatnam in May, 2018


Launch of eOffice at Ministry of Telecommunication and Digital Infrastructure, Government of Sri Lanka in January, 2018

eOffice inauguration at Institute of Secretariat Training and Management (ISTM)
in January, 2018


Chief Minister of Uttar Pradesh Shri. Yogi Adityanath inaugurating eOffice in Uttar Pradesh
Secretariat in the presence of Cabinet Ministers in October, 2017

Shri. Pema Khandu, Chief Minister of Arunachal Pradesh inaugurating eOffice in August, 2016



Shri. Oommen Chandy, Hon'ble Chief Minister of Kerala has officially declared Kannur as the first District in the State to implement eOffice. The declaration was done in a function held at Collectorate, Kannur in February, 2016

Smt. Maneka Gandhi, the Union Minister of Women and Child Development, in December, 2015 launched eOffice at Ministry of Women and Child Development (MWCD)



Launch of eOffice at Gadag District by Hon'ble Minister for Rural Development and Panchayat Raj, Govt. of Karnataka & District In-charge Minister, Shri. H.K. Patil, in July, 2015

Go live ceremony of eOffice at Bihar Prashanik Sudhar Mission Society (BPSM) by Shri. Amir Subhani, IAS, Mission Director, BPSM in July, 2015 in presence of Shri. Adesh T, IAS Addl. Mission Director, BPSM, Shri. Rajesh Kumar Singh, STD & SIO, National Informatics Centre



DG Indo-Tibetan Border Police (ITBP) presenting memento to Smt. Rachna Srivastava, HoD, eOffice Project Divison, NIC on eOffice inauguration at ITBP in June, 2014

eOffice inauguration at Central Industrial Security Force (CISF) in August, 2013


The first eOffice implementation in the State of Kerala inaugurated by Hon. Chief Minister of Kerala Shri. Oommen Chandy in November, 2012

# 3.4 Appreciation

प्रदीप कुमार पुजारी
सचिव
भारत सरकार
**P. K. PUJARI**
Secretary
Government of India

**Ministry of Power**
**Shram Shakti Bhawan**
**New Delhi - 110001**

विद्युत मंत्रालय
श्रम शक्ति भवन
नई दिल्ली—110001
Tele : 23710271/23711316
Fax : 23721487
E-mail : secy-power@nic.in

27 June 2017

Dear Ms. Verma,

I would like to appreciate the officials of NIC associated with the Ministry of Power for their sincere contribution in IT enablement in the Ministry as well as in the associated organizations.

2.      Mission Mode Project e-Office has been effectively implemented in the Ministry from 01/04/2017.  Release of beta version of National Power Portal (NPP) has also been done successfully, which enables the Ministry to get monitorable information on single window directly from utilities. Video Conferencing support of NIC has been useful and cost effective for conducting meetings and launching various projects.

3.      Officials of NIC have always been extremely cooperative in providing ICT support.

With best wishes

Yours sincerely,

(P.K. Pujari)

Ms. Neeta Verma
Director General
National Informatics Centre
A-Block, CGO Complex
Lodi Road, New Delhi

**RIGHT TO INFORMATION**

एक कदम स्वच्छता की ओर

Ranjanesh Sahai
सचिव रेलवे बोर्ड
Secretary, Railway Board

भारत सरकार
रेल मंत्रालय, (रेलवे बोर्ड)
रेल भवन, नई दिल्ली-110001
GOVERNMENT OF INDIA
MINISTRY OF RAILWAYS
(RAILWAY BOARD)
RAIL BHAVAN, NEW DELHI-110001

D.O. No. 2015/SCC/03/13 (Part1)

Date: 06.03.2018

Dear Ms. Verma,

Sub: Online filing of APARs of Railway Officers under SPARROW system.

As per directives of DOP&T, online filing of Annual Performance Assessment Reports (APARs) for Railway Officers in the Smart Performance Report Recording Window (SPARROW) system has been introduced from the reporting year 2016-17 in all the Zonal Railways, Production Units, Railway Board etc.

2. This online filing of APARs has received tremendous response from all the officers which can be gauged from the number of APARs generated/finalized so far. Of a total of about 3600 APARs that have been generated online, 3500 APARs have been closed so far which is almost 97% of the total APARs moved through SPARROW, in the very first year of SPARROW.

3. From conception to implementation the National Informatics Centre (NIC) has not only extended full support to the Railways but the NIC team of Mr. Nirvesh Kumar (Scientist D), Ms. Himanshi Kathpal (Developer) and Mr. Praveen Kumar (Team Leader) took great pains in imparting hands-on training in SPARROW, regularly interacted with SPARROW team to resolve the technical issues arising on day-to-day basis and were involved in doing away with the rough edges in SPARROW application implementation across the Railways.

4. I would be failing in my duties if I don't take this opportunity to express our heartfelt thanks to NIC and your entire team who helped in letting us achieve this objective.

Best wishes,

Yours sincerely,

( Ranjanesh Sahai )

Ms. Neeta Verma
Director General
National Informatics Centre (NIC)
Ministry of Electronics & Information Technology
A-Block, CGO Complex, Lodhi Road
New Delhi – 110003.

**V. Somasundaran**

सचिव
भारत सरकार
महिला एवं बाल विकास मंत्रालय
शास्त्री भवन, नई दिल्ली - 110001

Secretary
Government of India
Ministry of Women & Child Development
Shastri Bhawan, New Delhi-110001
Website : http://www.wcd.nic.in

Date : 31.05.2016

### Letter of Appreciation

It is my pleasure to note that NIC-WCD Division is providing total ICT solutions for the Ministry of Women & Child Development by successfully designing, developing & implementing the TrackChild 2.0, Khoya Paya, CARINGS, Mahila eHaat, RRS-ICDS etc., first of its kind in the country. These Web Portals are very interactive, unique and capable of addressing certain specific problems related to women and children.

2. Furthermore, digitization of files in the Ministry of Women & Child Development and its associated organizations is an important task that had been taken up during the recent months. The process of digitization in the Ministry has recently been completed by adopting 'e-Office', a digital solution provided by NIC. The project has also been completed in all the attached offices in a time bound manner.

3. I would like to place on record my appreciation for the work done by the NIC team as well as the e-office team on the above projects. They have put in a lot of hard work to complete the projects on time, to provide support and assistance to the officers and staff of the Ministry and to sort out problems. I would also like to wish them the very best in their future endeavours.

(V. Somasundaran)

**Ms. Arpali Roy,**
Team Leader of e-Office,
MWCD,
New Delhi.

---

Shastri Bhawan, Dr. Rajender Prasad Road, New Delhi-110001
Tel. : 011-23383586 Fax : 011-23381495 E-mail : secy.wcd@nic.in

सुदीप लखटकिया, भा.पु.से.
**Sudeep Lakhtakia, IPS**

महानिदेशक
राष्ट्रीय सुरक्षा गारद
मेहराम नगर, पालम, नई दिल्ली—110037
**Director General**
**National Security Guard**
Mehram Nagar, Palam, New Delhi-110037
Tel. : 011-25671134, Fax : 25671522

No.73098/1/2018-Comn(Adm)/HQ NSG

Dated, the _____ July 2018

Dear Ms. Verma,

### Sub :-Implementation of e-Office

It gives me immense pleasure to inform you that NSG has rolled out the e-office application developed by NIC. In pursuance of Govt of India's directive on Digital India, this IT initiative was implemented in less than 100 days.

2. The application developed by NIC is extremely useful and meets most of our office procedural requirements. E-office has already started showing its positive results with its use and flexibility.

3. This implementation has been possible with active guidance and support from Smt Rachna Srivastava, DDG, NIC alongwith Shri Kapil Kumar Sharma, Scientist E, Shri Navdeep Singh Negi, Senior Project Manager and Sh Pankaj Kumar Khetwai, Scientist B.

4. I would also like to specially thank Shri Sandeep Kumar, Sr Team leader, who has been pillar of strength in co-ordination and implementation of e-office in NSG. We in NSG are also indebted to you for your constant guidance, administrative & allied support.

With warm regards.

Yours sincerely,

Sudeep Lakhtakia
(Sudeep Lakhtakia, IPS)

Ms Neeta Verma,
Director General, NIC,
CGO Complex, Lodhi Road,
New Delhi- 110003

**Vini Mahajan, IAS**
ਵਿਨੀ ਮਹਾਜਨ, ਆਈ. ਏ. ਐਸ
ਵਧੀਕ ਮੁੱਖ ਸਕੱਤਰ / Addl. Chief Secretary

ਅ.ਸ. ਪੱ.ਨੰ :/DO No. PA/ACSGR/2019/73
ਪੰਜਾਬ ਸਰਕਾਰ
ਨਿਵੇਸ਼ ਪ੍ਰੋਤਸਾਹਨ, ਉਦਯੋਗ ਅਤੇ ਵਣਜ,
ਸੂਚਨਾ ਤਕਨਾਲੋਜੀ, ਪ੍ਰਬੰਧਕੀ ਸੁਧਾਰ
ਅਤੇ ਸ਼ਿਕਾਇਤ ਨਿਵਾਰਨ ਵਿਭਾਗ
**Government of Punjab**
Department of Investment Promotion
Industries & Commerce, IT, Governance
Reforms and Removal of Grievances
ਮਿਤੀ/ Date ___22 – 11 – 2019___

## Punjab Government experience of implementation of e-Office.

I appreciate the sincere efforts made by the project management team of Department of Governance Reforms and Public Grievances and the NIC team for the implementation of e-Office in Punjab State Government offices.

Government has already started using it in all the administrative departments as well as DC offices starting November 1st, 2019.

The state is set to roll out e-Office at all levels of Government by January 1st 2020 starting from the Chief Minister's office, Chief Secretary Office till field offices.

E-Office is a very good application in terms of bringing efficiency, accountability and transparency in the administration of the University.

**(Vini Mahajan)**

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Udyog Bhawan, 18 Himalaya Marg, Sector 17-A, Chandigarh - 160017
Tel : +91 172 2704472, 2703814, Fax : +91 172 2702836 Email : psic@punjab.gov.in

**V. UMASHANKAR**

**GMDA**

Chief Executive Officer,
Gurugram Metropolitan Development Authority.
Plot No.44, Sector-32, Gurugram.
Email.: ceo.gmda@gov.in
Phone: 0124-2380511, 2382711

DO No...DI.D./2018/15.47......

Dated...24.-09.-.2018........

Dear Dr Verma,

It gives me immense pleasure to inform you that Gurugram Metropolitan Development Authority (GMDA) has rolled out the e-Office application developed by NIC.

The eOffice application was found most suitable among similar applications that were available. It is extremely useful and meeting our office requirements. eOffice has already started showing its positive impact by timely disposal of priority matters since it was made live in January 2018. Our Senior Officials are finding KMS and eFile application very effective and useful along with generation of status reports.

This implementation has been possible with very efficient team of Smt. Rachna Srivastava, DDG, NIC, Shri Kapil Kumar Sharma, Scientist E and Mr. Ankur Makkar, Project Manager. They provided guidance to GMDA in preparatory activities, providing numerous trainings and making us self-sufficient. Further, the deployment team of NIC coordinated with our data centre team of Railtel and helped us to establish eoffice in quick time very efficiently.
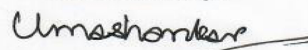
I would like to place on record deep appreciation for Sh. Pankaj Kumar Khetwal, Scientist B and Sh. Sandeep Kumar Jand for deploying and setting up of eOffice Application and training our local deployment team.

I would also like to specially thank Ms. Aradhana Jaiswal, Team Leader, who provided training to master trainers and strengthen our officials and local support team. Special mention may also be made of Shri Mohit Gupta, eoffice PMU for very clearly apprising the details related to costing, proposal, roles and responsibilities.

We in GMDA are very thankful to you for your constant support.

With regards,

Yours sincerely,

Umashankar

(V.Umashankar)

Dr. Neeta Verma,
Director General,
National Informatics Centre,
A-Block, CGO Complex, Lodhi Road,
New Delhi-03.

**AKHIL KUMAR,**
JOINT SECRETARY (A & GW)
TEL: 011-23710343
Fax: 011-23730719

भारत सरकार
जल संसाधन, नदी विकास और
गंगा संरक्षण मंत्रालय
श्रम शक्ति भवन
रफी मार्ग, नई दिल्ली-110001
**GOVERNMENT OF INDIA
MINISTRY OF WATER RESOURCES,
RIVER DEVELOPMENT AND
GANGA REJUVENATION
SHRAM SHAKTI BHAWAN
RAFI MARG, NEW DELHI-110001**

No. J.11011/1/2017-e-Gov.                    Dated     07th July , 2017.
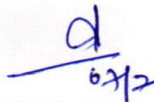
### Certificate of Appreciation

eOffice/ eFile Management System has become operational in this Ministry w.e.f. 2nd February, 2017 against the targeted date of 30th November, 2017. Further, the Ministry has reached the desired figure in terms of eFile usage percentage as desired by DARPG. This could not have been achieved without the active support of the NIC e-office Project team who extended their full support to the eoffice team of this Ministry through their continuous guidance, training, spot visits, etc.

2.      On behalf of myself and my colleagues in the Ministry of Water Resources, RD & GR, I am delighted to thank and appreciate your dedicated efforts due to which eOffice could have been operationalized well before the timeline fixed by the Ministry.

With kind regards,

(AKHIL KUMAR)

To,

**Sh. Navdeep Singh Nagi,**
NIC eOffice Project Manager,
NIC Data Centre, Shastri Park,
New Delhi, 110053

वैबसाइट /Website : http://www.mowr.gov.in

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• Appreciation •

Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Pension & Pensioners' Welfare
Lok Nayak Bhawan, Khan Market, New Delhi - 110003

# CERTIFICATE OF APPRECIATION

The Department of Pension and Pensioners' Welfare recognizes the efforts made by

## The e-Office Implementation Team

for their contribution towards complete implementation of e-Office in DoPPW. Hon'ble MoS (PP) has awarded a Certificate of Appreciation to the Department of Pension & Pensioners' Welfare for commendable work done for this implementation which is being conveyed further.

New Delhi

Date :. 27. 04. 2018

(Sanjiv Narain Mathur)
Joint Secretary to DoPPW

• Appreciation •

Respected Sir,

It is hereby informed that Krishna District of Andhra Pradesh of Andhra Pradesh has stated implementing e-office in Offices from District to Mandal level. This instance of e-office currently has 2719 users and will soon expand to 6771 users.

This is to put on record our sincere appreciation for the excellent technical support provided by the dedicated e-office Team from Delhi in deploying and implementing e-office in Krishna District, Andhra Pradesh. The efforts of the following officers are particularly appreciated.

Ms Rachna Srivastava, HOD (e-office)

Shri K. R. S. Reddy, STD, NIC AP

Shri.Kapil Kumar Sharma, Scientist D

DIO, Krishna District, AP

Shri Pankaj Khetwal, Scientist-B

Shri Sandeep Jand, System Administrator

Shri Navdeep Nagi, Project Manager

Ms Priyanka Kumari, Programmer

We are sure that your team will continue to support us in future also.

With Regards.

(BABU.A)

29/5

To

Dr Ajay Kumar,
Director General
National Informatics Centre
Department of Electronics & Information Technology
Ministry of Communications & Information Technology
A-Block, CGO Complex, Lodhi Road
New Delhi - 110 003.

**S D Sharma**
**Director**
**Software Management Dte.**
**Tel No: 011-29583615**

10/4/eOffice-SMD/ 1262

अर्द्ध स. पत्र संख्या
D.O. No. _____

भारत सरकार
GOVERNMENT OF INDIA
केन्द्रीय जल आयोग
CENTRAL WATER COMMISSION

6th Floor (South), Sewa Bhawan
R K Puram, Sector – I, New Delhi- 66
Fax No: 011-29583737
**Dated:** 01st January 2019

**Sub:** Letter of Appreciation for SPARROW Implementation at CWC-reg.

Dear Sh. Nirvesh,

I would like to place on record that **SPARROW** (Smart Performance Appraisal Report Recording Online Window), an extended module of eOffice Project under the National eGovernance Programme (NeGP) developed by National Informatics Centre(NIC), has been successfully operationalised in the Central Water Commission, for writing APAR of Group "A" Officers for the AY 2017-18.

In this regard, I take the opportunity on behalf of Software Management Directorate of CWC to congratulate the SPARROW implementation team led by you with able motivation and guidance. With your support effective and channelized implementation of SPARROW has been extended in all the organisations of headquarter as well as regional offices of Central Water Commission. Coordination and hand holding support by your team members, **Mr. Dhawal Middha** and others, have been tremendous and commendable.
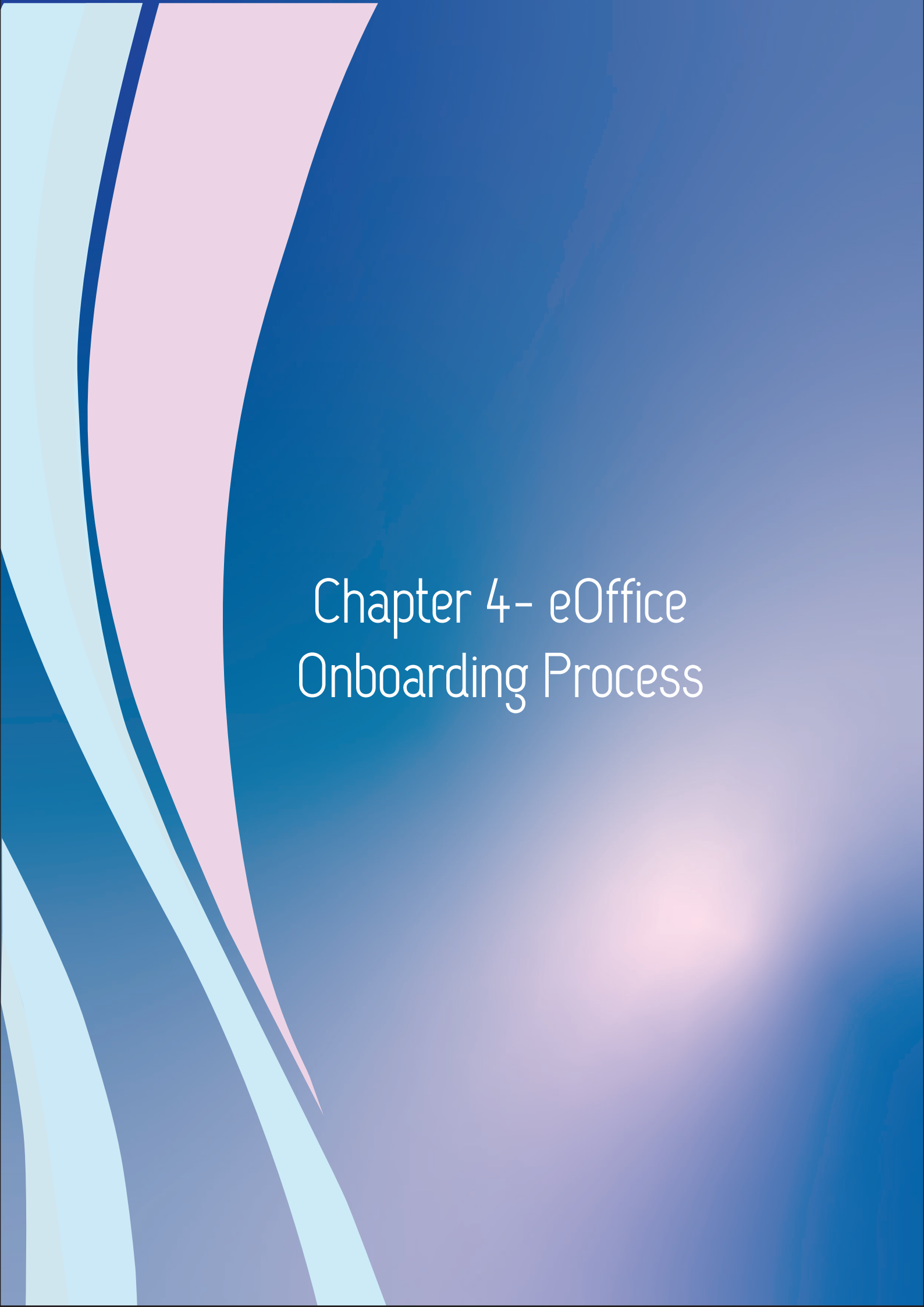
Therefore, I hereby place on record my appreciation and hope that you and your team will be maintaining the same positive attitude and dedication for all the upcoming and future projects of Central Water Commission.

Also wishing you and your team a happy and prosperous new year 2019.

Yours Sincerely,

01/01/2019

(S D Sharma)

To,
   **Sh. Nirvesh**
   **Scientist-D**
   **eOffice Project**
   **National Informatics Center**

# Chapter 4- eOffice Onboarding Process

# 4.1 Implementation Approach

## Successful & Sustainable eOffice Implementation Approach

In order to ensure smooth, successful and sustainable implementation of eOffice, following approach may be followed by User Department:

- Prior to adoption, User Department must ensure that the eOffice product meets its requirement and is feasible to implement. For this, it is strongly suggested that all stake holders (Internal-Employees and its Management, and External (if any) -Unions, etc.) who have direct/indirect role may be consulted.

- Adequate infrastructure should be in place at both Client end (Computer Systems, Scanners, Adequate Bandwidth, Digital Signature Certificates, etc.) and Server end (Servers, Storage and other related software) .

- Constitution of eOffice Governance Structure which includes formation of PSC (Project Steering Committee) and PIC (Project Implementation Committee) with clear roles, responsibilities of all stakeholders for effective reviewing and monitoring of eOffice implementation in User Department.

- Setting up of Units and Provisioning of Manpower Resources for each unit:
  » **Digitization, Diary and Dispatch Unit:** For digitization of legacy files, active files, inward and outward correspondences. And also for the diarization of inward correspondence and issuing of outward correspondence.
  » **Capacity Building Unit:** For planning, scheduling and conducting systematic training on eOffice.
  » **Data Management, On-site Support and Helpdesk Unit:** Required for master data preparation (Organization & Employee Data, File Heads, Subject Category, etc.) and management (Creation of New Employee, Retirement,Transfer, etc.) in eOffice and for providing On-site and Helpdesk support to eOffice users.
  » **Project Management Unit:** For overall administration and management of eOffice.
  » **System Administration Unit**: For administering, managing and maintaining the eOffice instance.

- Some Standard Practices: Stop Parallel movement of Physical Files and Electronic Files. Discourage use of printers. Non acceptance of Physical Files.

# 4.2 eOffice Onboarding Process

The eOffice implementation begins with a formal request submission from User Department to NIC/NICSI. Based on the request received, a demonstration of product suite is provided to the user followed by discussion on modalities for the implementation.

The eOffice Onboarding Process has been formulated as a planned approach for implementation of eOffice at User Department.

eOffice Project implementation is executed in four phases, namely:

## Phase 0: Pre-project
In this phase, User Department is prepared towards acquiring necessary infrastructure (Servers & Clients) and setting up of different manpower support units for implementation of eOffice Product and ends with transfer of funds for execution of the project.

## Phase I: Planning
This phase begins with kick-off meeting with User Department and all the relevant data is collected by User Department in the pre-defined template. Further, all the infrastructure and manpower support resources are identified and deployed in various units.

## Phase II: Preparation
In this phase, Capacity Building Programmes are planned and training are conducted for smooth and successful implementation of eOffice.

## Phase III: Implementation
In this phase, User Department performs the trial run and eventually GO LIVE on eOffice.

## Phase IV: Maintenance and Support
In this phase, User Department submits eOffice Completion Certificate and enters into Maintenance and Support phase.

# eOffice Onboarding Process Table

| | PHASE 0: PRE-PROJECT | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 1. | Intent to use eOffice | User Department may send their demonstration or discussion request at eoffice-pmu@nic.in along with the details of organisation. | User Department |
| 2. | Demonstration and Discussion | A demonstration and discussion programme on eOffice Product will be organized for User Department, based on the request received from them. | NIC eOffice Project Division |
| 3. | Project Assessment | User Department may submit duly signed and stamped eOffice Project Assessment Template to eoffice-pmu@nic.in for preparation of the financial proposal for the implementation of eOffice at User Department as per the approved eOffice Standard Costing Model.<br><br>https://eoffice.gov.in/downloads/ASSESSMENT-TEMPLATE.pdf<br>https://eoffice.gov.in/downloads/COSTING-MODEL.pdf | User Department |
| 4. | Deployment Infrastructure Readiness Confirmation (Applicable for SDC/LDC hosting) | Whenever the eOffice Product will be hosted in State Data Centre (SDC) or Local Data Centre (LDC), the user department may provide the confirmation regarding readiness of hardware and software infrastructure to NIC eOffice Project Division as per the eOffice Deployment Guidelines.<br><br>https://eoffice.gov.in/downloads/DEPLOYMENT-GUIDELINES.pdf<br><br>Note: Whenever the eOffice Product will be hosted in eOffice Cloud at National Data Centre, Shastri Park (NDC-SP); the hardware and software infrastructure, DNS, SSL, eSign and SMS & Email Gateway will be provisioned by NIC eOffice Project Division. | User Department |
| 4.1 | Servers and Storage | Required to be provisioned at data centre in accordance with eOffice Deployment Guidelines before installation of eOffice. | User Department |
| 4.2 | Operating System (OS) | Required to be installed in all the VMs/Servers before installation of eOffice. | User Department |
| 4.3 | Domain Name Registration (DNS) | Required for accessing the eOffice instance by name rather than IP. | User Department |
| 4.4 | Secure Socket Layer Certificate (SSL) | Required for client server connection encryption and also for single sign-on (CAS) purpose. | User Department |
| 4.5 | SMS and Email Gateway | Required for alert services. | User Deparment |
| 4.6 | LDAP Authentication | Required for login & authenticate in eOffice. | User Department |

| PHASE 0: PRE-PROJECT | | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 5. | Requirements at Client Side | Required to be provisioned at client side for effective implementation of eOffice.<br><br>https://eoffice.gov.in/downloads/CLIENT-REQUIREMENTS.pdf | User Department |
| 6. | Setting up of Units and Hiring of Manpower Resources for each unit | Required for smooth, successful and sustainable implementation of eOffice at user department.<br><br>https://eoffice.gov.in/downloads/SETTING-UP-OF-UNITS.xlsx | NIC eOffice Project Division |
| 6.1 | Digitization, Diary and Dispatch Unit | Required for digitization of legacy files, active files, inward and outward correspondences. And also for the diarization of inward correspondence and issuing of outward correspondence. | User Department |
| 6.2 | Capacity Building Unit | Required for providing training on eOffice and working knowledge on computer system and Internet Browsing to eOffice users. | User Department |
| 6.3 | Data Management, On-site Support and Helpdesk Unit | Required for master data preparation (Organization & Employee Data, File Heads, Subject Category, etc.) and management (Creation of New Employee, Retirement, Transfer, etc.) in eOffice and for providing On-site and Helpdesk support to eOffice users. | User Department |
| 6.4 | Project Management Unit | Required for overall administration and management of eOffice at User Department. | User Department |
| 6.5 | System Administration (Applicable for SDC/LDC hosting) | Required for administering, managing and maintaining the eOffice instance of User Department. They will also deploy latest patches / updates in the servers whenever provided by NIC eOffice Team. | User Department |
| 7. | Project Evaluation & Costing | | |
| 7.1 | Internal Approval | Based on the eOffice Project Assessment Template, Infrastructure Readiness and place of hosting provided by user department, NIC eOffice Project Division will take internal approval for eOffice Implementation at User Department. | NIC eOffice Project Division |
| 7.2 | Performa Invoice (PI) & Project Proposal Generation | Based on the internal approval, NICSI (pa-swnicsi@nic.in) will issue PI and Project Proposal to User Department for implementation of eOffice.<br><br>https://eoffice.gov.in/downloads/SAMPLE-PI.pdf<br>https://eoffice.gov.in/downloads/SAMPLE-PROPOSAL.pdf | NICSI eOffice Division |

| PHASE 0: PRE–PROJECT | | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 7.3 | Funds Transfer | User Department may provide acceptance of the project proposal and transfer required funds to NICSI for the execution of eOffice implementation. | User Department |
| 7.4 | Project ID Opening | On receipt of funds from User Department, NICSI will open Project ID and share the Project ID along with fund receipt with NIC eOffice Project Division for the initiation of the project. | NICSI eOffice Division |
| 8. | Preliminary Activities and eOffice Division Coordinator details sharing | NIC eOffice Project Division will share:<br><br>• Preliminary activities required for initiation of eOffice implementation at user department<br>• Contact details of eOffice Team coordinating the eOffice implementation at user department | NIC eOffice Project Division |

**NOTE: PHASE I WILL START ONLY AFTER THE COMPLETION OF ACTIVITIES INVOLVED IN PHASE 0**

| PHASE I: PLANNING | | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 9. | Kick-off Meeting | During kick-off meeting, all the preliminary activities required for operationalization of eOffice Product at user department will be explained in detail and the plan & strategy for implementation will be discussed. | User Department |
| 10. | Commencement Certificate | User Department may submit eOffice Commencement Certificate to NIC/NICSI.<br><br>https://eoffice.gov.in/downloads/COMMENCEMENT.pdf | User Department |
| 11. | Governance Structure Constitution | To ensure an effective implementation of eOffice, it must be driven & monitored by a well defined Governance structure. The Governance structure includes Project Steering Committee, Department Nodal Officer, Nodal Coordinators and Project Implementation Committee.<br><br>https://eoffice.gov.in/downloads/GOVERNANCE-STRUCTURE.pdf | User Department |
| 12. | Orientation Programme | All the officials nominated in eOffice Governance Structure must attend the Orientation Programme, as during this programme, the roles and responsibilities for each stakeholder will be explained and the implementation timelines will also be discussed. | User Department |
| 13. | Deployment Infrastructure Vetting | The deployment infrastructure requirements (mentioned at S.No. 4) will be vetted by NIC eOffice Team for eOffice instance setup. | NICSI eOffice Division |
| 14. | eOffice Master Data Preparation, Collection and Submission | Required for configuration of eOffice instance according to department's use<br><br>https://eoffice.gov.in/downloads/EMD-PREMIUM.xlsx<br>(For eOffice Premium)<br>https://eoffice.gov.in/downloads/EMD-LITE.xlsx<br>[For eOffice Lite (eFile)]<br>https://eoffice.gov.in/downloads/FILE-HEADS.xlsx<br>https://eoffice.gov.in/downloads/INFRA.xlsx | User Department |

• eOffice Onboarding Process •

| PHASE I: PLANNING | | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 14.1 | Employee Master Details (EMD) | Required for capturing organization and employee data. | User Department |
| 14.2 | File Heads | Required for capturing Basic, Primary, Secondary & Tertiary Head used in organization for opening of file. | User Department |
| 14.3 | Infra-proficiency | Required for generation of infra-gap assessment report (Basically the gaps in infra at client end - Workstation, Scanners, Digital Signature Certificates, etc.). | User Department |
| 15. | eOffice Master Data Vetting | NIC eOffice Team will vet the details filled by user department in eOffice Master Data Templates and intimate to user department in case any amendments are required to be made in the filled data templates. | NIC eOffice Project Division |
| 16. | eOffice Instance Setup | NIC eOffice Team will setup eOffice instance at the data centre. Note: Whenever the eOffice Product will be hosted in SDC/LDC, the System Administrators identified by user department may also be aligned with NIC eOffice Team during the initial setup of eOffice instance at the data centre. | NIC eOffice Project Division + User Department |
| 17. | Infrastructure Gap Assessment Report (IGAR) Generation and Procurement Initiation | User Department may initiate the procurement or up-gradation of client infrastructure based on the recommendations provided in IGAR. Sample IGAR is attached for reference.<br><br>https://eoffice.gov.in/downloads/IGAR.pdf | User Department |
| 18. | Finalization of Transition and Digitization Strategy | Required for preparation of transition plan and scanning of legacy files, active files, inward and outward correspondences.<br><br>https://eoffice.gov.in/downloads/TRANSITION-GUIDELINES.pdf<br>https://eoffice.gov.in/downloads/DIGITISATION-FRAMEWORK.pdf | User Department |
| 19. | Training Schedule Submission | Submission of training calendar by User Department. | User Department |
| 19.1 | EMD Managers | EMD Managers are the identified key persons (preferably from Administration/Establishment section, etc.) who will ensure the updation of employee data in eOffice instance of User Department and will be responsible for inter-departmental transfer and postings, & assigning roles and privileges. The identified EMD Managers will also responsible for overall administration and management of eOffice. | User Department |
| 19.2 | Master Trainers | Master Trainers are the identified key persons (preferably one from each unit/section/branch, etc.) who have the aptitude for conducting trainings. NIC eOffice Team will provide training on eOffice Product to the identified master trainers of user department and once master trainers get trained, further training to users of department will be imparted by them.<br>Apart from the initial level training, master trainers will also be trained by NIC eOffice team on feature sets to be provided in new releases so that training over same can be also be provided by them to the users of the Department. | User Department |

| PHASE I: PLANNING | | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 19.3 | System Administrators (Applicable for SDC/LDC hosting) | System Administrators are the identified key persons responsible for administering, managing and maintaining the eOffice instance of User Department. They will also deploy latest patches/updates in the servers whenever provided by NIC eOffice Team. | User Department |
| 19.4 | Users | Every user needs to be trained on eOffice so that he/she is aware of all the features available in eOffice Product and can easily complete the routine activities (work allocated) assigned to him/her. The Master Trainers identified by User Department will impart training on eOffice Product to the end users of the department. Moreover, Master Trainers will also impart training on new features to user department, as and when released. | User Department |

**NOTE: PHASE II WILL START ONLY AFTER THE COMPLETION OF ACTIVITIES INVOLVED IN PHASE I**

| PHASE II: PREPARATION | | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 20. | Training Programme – I | | |
| 20.1 | EMD Managers | NIC eOffice Team will provide training to EMD Managers so that they can populate the standardized EMD and File Heads data into eOffice through front end applications and further perform their responsibilities as mentioned in S.No. 19.1 above.<br><br>https://eoffice.gov.in/downloads/EMD-MANAGERS.pdf | NIC eOffice Project Division |
| 20.2 | System Administrators | NIC eOffice Team will provide training to System Administrators so that they can perform their responsibilities as mentioned in eOffice Deployment Guidelines (Refer S.No. 4) and S.No. 19.3 above.<br><br>https://eoffice.gov.in/downloads/SYSTEM-ADMIN.pdf | NIC eOffice Project Division |
| 21. | eOffice Master Data Population | EMD Managers will populate eOffice Master Data (EMD and File Heads) through front end applications so that eOffice Product can be configured according to Department's use. | User Department |
| 22. | DSC Registration | DSC Registration with eOffice user account for signing of noting and drafts in Electronic Files. | User Department |
| 23. | Training Programme – II | | |
| 23.1 | Master Trainers | NIC eOffice Team will provide training on eOffice Product to Master Trainers so that they can further impart training to end users of the department.<br>Apart from the initial level training, master trainers will also be trained by NIC eOffice team on feature sets to be provided in new releases so that training over same can be also be provided by them to the users of the Department.<br><br>https://eoffice.gov.in/downloads/MASTER-TRAINERS.pdf | NIC eOffice Project Division |

• eOffice Onboarding Process •

| PHASE II: PREPARATION | | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 24. | Training Programme – III | | |
| 24.1 | Users | The Master Trainers identified by User Department will impart training on eOffice Product to the end users of the Department. Moreover, Master Trainers will also impart training on new features to user department, as and when released.<br><br>https://eoffice.gov.in/downloads/USERS.pdf | User Department |

**NOTE: PHASE III WILL START ONLY AFTER THE COMPLETION OF ACTIVITIES INVOLVED IN PHASE II**

| PHASE III: IMPLEMENTATION | | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 25. | Trial Run | During this time users have a fair knowledge of eOffice Product. Trail basis receipts and files may be generated from top to bottom to complete a loop for testing. | User Department |
| 26. | Go Live | From this date onwards, the eOffice Product goes live at User Department and all the previous trial data generated in eOffice Product is deleted. | User Department |

| PHASE IV: MAINTENANCE AND SUPPORT | | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 27. | Completion Certificate | User Department may submit eOffice Completion Certificate to NIC/NICSI. For maintenance and support, refer to **Section 4.4**.<br><br>https://eoffice.gov.in/downloads/COMPLETION.pdf | User Department |

**Note:** eOffice Onboarding Process document along with other related documents are available at "https://eoffice.gov.in/ → **Downloads →eOffice Onboarding Process and Related Documents"**

# 4.3 eOffice-SPARROW Onboarding Process

| | | PHASE 0: PRE-PROJECT | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 1. | Intent to use eOffice-SPARROW and sharing of APAR forms | User Department may send their demonstration or discussion request and APAR forms at eoffice-pmu@nic.in along with the details of organization. NIC eOffice Project Division will verify whether the APAR forms are in-line with existing eOffice-SPARROW framework and thereby the customization requirements and efforts. | User Department |
| 2. | Demonstration and Discussion | A demonstration and discussion programme on eOffice-SPARROW Product will be organized for user department, based on the request received from them. | NIC eOffice Project Division |
| 3. | Project Assessment | User Department may submit duly signed and stamped eOffice (SPARROW) Project Assessment Template to eoffice-pmu@nic.in for preparation of financial proposal for implementation of eOffice-SPARROW Product at user department as per the approved eOffice Standard Costing Model.<br><br>https://eoffice.gov.in/downloads/SPARROW/ASSESSMENT-TEMPLATE.pdf<br>https://eoffice.gov.in/downloads/SPARROW/COSTING-MODEL.pdf | User Department |
| 4. | Deployment Infrastructure Readiness Confirmation (Applicable for SDC/LDC hosting) | Whenever the eOffice-SPARROW Product will be hosted in State Data Centre (SDC) or Local Data Centre (LDC), the User Department may provide the confirmation regarding readiness of hardware and software infrastructure to NIC eOffice Project Division as per the eOffice Deployment Guidelines.<br><br>Note: Whenever the eOffice-SPARROW Product will be hosted in eOffice Cloud at National Data Centre, Shastri Park (NDC-SP); the hardware and software infrastructure, DNS, SSL, eSign and SMS & Email Gateway will be provisioned by NIC eOffice Project Division.<br><br>https://eoffice.gov.in/downloads/SPARROW/DEPLOYMENT-GUIDELINES.pdf | User Department |
| 4.1 | Servers and Storage | Required to be provisioned at data centre in accordance with eOffice Deployment Guidelines before installation of eOffice-SPARROW Product. | User Department |
| 4.2 | Operating System (OS) | Required to be installed in all the VMs/Servers before installation of eOffice-SPARROW Product | User Department |
| 4.3 | Domain Name Registration (DNS) | Required for accessing the eOffice-SPARROW instance by name rather than IP. | User Department |
| 4.4 | Secure Socket Layer Certificate (SSL) | Required for client server connection encryption and also for single sign-on (CAS) purpose. | User Department |
| 4.5 | SMS and Email Gateway | Required for alert services. | User Department |
| 4.6 | LDAP Authentication | Required for login & authenticate in eOffice-SPARROW. | User Department |

| PHASE 0: PRE-PROJECT | | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 5. | Requirements at Client Side | Required to be provisioned at client side for effective implementation of eOffice-SPARROW Product.<br><br>https://eoffice.gov.in/downloads/SPARROW/CLIENT-REQUIREMENTS.pdf | User Department |
| 6. | Setting up of Units and Hiring of Manpower Resources | Required for smooth, successful and sustainable implementation of eOffice-SPARROW Product at User Department.<br><br>https://eoffice.gov.in/downloads/SPARROW/SETTING-UP-OF-UNITS.xlsx | User Department |
| 6.1 | Capacity Building Unit | Required for providing training on eOffice-SPARROW Product and working knowledge on computer system and Internet Browsing to eOffice-SPARROW users. | User Department |
| 6.2 | On-site Support and Helpdesk Unit | Required for providing On-site and Helpdesk support to eOffice-SPARROW users. | User Department |
| 6.3 | Project Management Unit | Required for overall administration and management of eOffice-SPARROW at User Department. | User Department |
| 6.4 | System Administration (Applicable for SDC/LDC hosting) | Required for administering, managing and maintaining the eOffice-SPARROW instance of user department. Also responsible for deploying latest patches / updates in the servers whenever provided by NIC eOffice-SPARROW Team. | User Department |
| 7. | Project Evaluation & Costing | | |
| 7.1 | Internal Approval | Based on the eOffice (SPARROW) Project Assessment Template, Infrastructure Readiness and place of hosting provided by user department, NIC eOffice Project Division will take internal approval for eOffice-SPARROW Implementation at User Department. | NIC eOffice Project Division |
| 7.2 | Performa Invoice (PI) & Project Proposal Generation | Based on the internal approval, NICSI (pa-swnicsi@nic.in) will issue PI and Project Proposal to User Department for implementation of eOffice-SPARROW Product.<br><br>https://eoffice.gov.in/downloads/SPARROW/SAMPLE-PI.pdf<br>https://eoffice.gov.in/downloads/SPARROW/SAMPLE-PROPOSAL.pdf | NICSI eOffice Division |
| 7.3 | Funds Transfer | User Department may provide acceptance of the project proposal and transfer required funds to NICSI for the execution of eOffice-SPARROW implementation. | User Department |
| 7.4 | Project ID Opening | On receipt of funds from user department, NICSI will open Project ID and share the Project ID along with fund receipt with NIC eOffice Project Division for the initiation of the project. | NICSI eOffice Division |
| 8. | Preliminary Activities and eOffice Division Coordinator details sharing | NIC eOffice Project Division will share:<br>• Preliminary activities required for initiation of eOffice-SPARROW implementation at User Department.<br>• Contact details of NIC eOffice-SPARROW Team coordinating the eOffice-SPARROW implementation at User Department. | NIC eOffice Project Division |
| NOTE: PHASE I WILL START ONLY AFTER THE COMPLETION OF ACTIVITIES INVOLVED IN PHASE 0 | | | |

| PHASE I: PLANNING | | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 9. | Kick-off Meeting | During kick-off meeting, all the preliminary activities required for operationalization of eOffice-SPARROW Product at User Department will be explained in detail and the plan & strategy for implementation will be discussed. | User Department |
| 10. | Customization and Development of APAR forms | NIC eOffice Project Division initiates the customization and development of APAR forms shared by User Department. | NIC eOffice Project Division |
| 11. | Commencement Certificate | User department may submit eOffice Commencement Certificate to NIC/NICSI.<br><br>https://eoffice.gov.in/downloads/SPARROW/COMMENCEMENT.pdf | User Department |
| 12. | Identification of Service Admin | Required for assigning organisation based roles for defining the workflows and generation of APARs. Also responsible for nominating the Service Controlling Authority for the respective service so that the DOSSIER and Reports of the concerned service can be administered centrally. | User Department |
| 13. | Identification of Custodians and PAR Managers | A custodian is responsible for the generation of the APARs of the employees in user department whereas the PAR Manager is responsible for setting the channel of submission of the APARs. PAR Manager is also responsible for updation of workflows in eOffice-SPARROW. | User Department |
| 14. | Identification of PIMS Creator | A creator is entrusted with all the rights for creation of an employee in PIMS application. | User Department |
| 15. | Identification of PIMS Verifier | A verifier is authorized to verify the particulars entered by the creator. He/She is entrusted with the responsibility of ensuring the accuracy of information entered on the respective pages of PIMS application based on the supporting documents attached by the creator. A verifier is also responsible for inter-departmental transfer and postings. | User Department |
| 16. | Orientation Programme | All the nominated officials (Service Admin, Custodians, PAR Managers, PIMS Creator and PIMS Verifier) must attend the Orientation Programme, as during this programme, the roles and responsibilities for each stakeholder will be explained and the implementation timelines will also be discussed. | User Department |
| 17. | Deployment Infrastructure Vetting | The deployment infrastructure requirements (mentioned at S.No. 4) will be vetted by NIC eOffice-SPARROW Team for eOffice-SPARROW instance setup. | NIC eOffice Project Division |
| 18. | eOffice-SPARROW Master Data Preparation, Collection and Submission | Required for configuration of eOffice-SPARROW instance according to Department's use. | User Department |
| 18.1 | Employee Master Details (EMD) | Required for capturing organization and employee data.<br><br>https://eoffice.gov.in/downloads/SPARROW/SPARROW-EMD.xlsx<br>https://eoffice.gov.in/downloads/SPARROW/SPARROW-ROLE-DEFINITION.xlsx | User Department |

• eOffice-SPARROW Onboarding Process •

| PHASE I: PLANNING | | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 18.2 | Infra-proficiency | Required for generation of infra-gap assessment report (Basically the gaps in infra at client end - Workstation, Scanners, Digital Signature Certificates, etc.).<br><br>https://eoffice.gov.in/downloads/SPARROW/SPARROW-INFRA-PROF.xlsx | User Department |
| 19. | eOffice-SPARROW Master Data Vetting | NIC eOffice-SPARROW Team will vet the details filled by user department in eOffice-SPARROW Master Data Templates and intimate to user department in case any amendments are required to be made in the filled data templates. | NIC eOffice Project Division |
| 20. | eOffice-SPARROW Instance Setup | NIC eOffice Team will setup eOffice-SPARROW instance at the data centre. Note: Whenever the eOffice-SPARROW Product will be hosted in SDC/LDC, the System Administrators identified by user department may also be aligned with NIC eOffice-SPARROW Team during the initial setup of eOffice-SPARROW instance at the data centre. | NIC eOffice Project Division + User Department |
| 21. | Infrastructure Gap Assessment Report (IGAR) Generation and Procurement Initiation | User Department may initiate the procurement or up-gradation of client infrastructure based on the recommendations provided in IGAR.<br><br>https://eoffice.gov.in/downloads/SPARROW/SPARROW-IGAR.pdf | User Department |
| 22. | Transition & Migration Strategy Finalization | Required for preparation of transition plan and scanning of manually processed APARs.<br><br>https://eoffice.gov.in/downloads/SPARROW/SCANNING-GUIDELINES.pdf | User Department |
| 23. | Training Schedule Submission | Submission of training calendar by User Department. | User Department |
| 23.1 | PIMS Creator | A creator is the identified key person (preferably from Administration/Establishment section, etc.) who is responsible for creation of an employee in PIMS application. Usually the data entry operators or the Assistants are nominated as creator. | User Department |
| 23.2 | PIMS Verifier | A verifier is the identified key person who is authorized to verify the particulars entered by the creator. He/She is entrusted with the responsibility of ensuring the accuracy of information entered on the respective pages of PIMS application based on the supporting documents attached by the creator. A verifier is also responsible for inter-departmental transfer and postings. Usually the Section Officers or the Section Heads are nominated as verifier. | User Department |
| 23.3 | PAR Managers | PAR Managers are the identified key persons (preferably from Administration/Establishment section, etc.) who are responsible for setting up the channel of submission (Reporting/Reviewing/Accepting Authority) for processing the APAR of an official. PAR Managers are also responsible for updation of workflows in eOffice-SPARROW. | User Department |
| 23.3 | PAR Managers | PAR Managers are the identified key persons (preferably from Administration/Establishment section, etc.) who are responsible for setting up the channel of submission (Reporting/Reviewing/Accepting Authority) for processing the APAR of an official. PAR Managers are also responsible for updation of workflows in eOffice-SPARROW. | User Department |

| PHASE I: PLANNING | | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 23.4 | Custodians | Custodians are the identified key persons (preferably from Administration/Establishment section, etc.) who are responsible for the generation of the APARs of the employees working in User Department. | User Department |
| 23.5 | Master Trainers | Master Trainers are the identified key persons (preferably one from each unit/section/branch, etc.) who have the aptitude for conducting trainings. NIC eOffice Team will provide training on eOffice-SPARROW Product to the identified master trainers of User Department and once master trainers get trained, further training to users of Department will be imparted by them.<br>Apart from the initial level training, master trainers will also be trained by NIC eOffice-SPARROW team on feature sets to be provided in new releases so that training over same can be also be provided by them to the users of the Department. | User Department |
| 23.6 | System Administrators | System Administrators are the identified key persons responsible for administering, managing and maintaining the eOffice-SPARROW instance of User Department. They will also deploy latest patches / updates in the servers whenever provided by NIC eOffice-SPARROW Team. | User Department |
| 23.7 | Users | Every user needs to be trained on eOffice-SPARROW Product so that he/she is aware of all the features available in eOffice-SPARROW Product and can easily file his/her APAR. The Master Trainers identified by User Department will impart training on eOffice-SPARROW Product to the end users of the Department. Moreover, Master Trainers will also impart training on new features to User Department, as and when released. | User Department |
| **NOTE: PHASE II WILL START ONLY AFTER THE COMPLETION OF ACTIVITIES INVOLVED IN PHASE I** | | | |
| PHASE II: PREPARATION | | | |
| S.No. | Activity | Description | Responsibility |
| 24. | Integration of developed APAR forms in eOffice-SPARROW Instance for User Acceptance Testing (UAT) | Once the APAR forms are developed, they are thoroughly reviewed by NIC eOffice-SPARROW Team and subsequently shared with the User Department for User Acceptance Testing (UAT). | NIC eOffice Project Division |
| 25. | Training Programme – I | | |
| 25.1 | PIMS Creator and PIMS Verifier | NIC eOffice-SPARROW Team will provide training to PIMS Creator and PIMS Verifier so that they can populate and verify the standardized organization and employee data into eOffice-SPARROW instance through PIMS application and further perform their responsibilities as mentioned in S.No. 23.1 and 23.2 above | NIC eOffice Project Division |
| 25.2 | PAR Managers | NIC eOffice-SPARROW Team will provide training to PAR Managers so that they can setup the channel of submission (Reporting/Reviewing/Accepting Authority) for processing the APAR of an official and further perform their responsibilities as mentioned in S.No. 23.3 above. | NIC eOffice Project Division |
| 25.3 | Custodians | NIC eOffice-SPARROW Team will provide training to Custodians so that they can generate the APARs of employees working in User Department. | NIC eOffice Project Division |

• eOffice-SPARROW Onboarding Process •

| PHASE II: PREPARATION | | | |
|---|---|---|---|
| S.No. | Activity | Description | Responsibility |
| 25.4 | System Administrators | NIC eOffice-SPARROW Team will provide training to System Administrators so that they can perform their responsibilities as mentioned in eOffice Deployment Guidelines (Refer S.No. 4) and S.No. 23.6 above | NIC eOffice Project Division |
| 26. | eOffice-SPARROW Master Data Population | PIMS Creator will populate the standardized organization and employee data into eOffice-SPARROW instance through PIMS application and the PIMS Verifier will verify the particulars entered by the creator. | User Department |
| 27. | DSC Registration | DSC Registration with eOffice-SPARROW user account for signing of APARs. | User Department |
| 28. | Training Programme – II | | |
| 28.1 | Master Trainers | NIC eOffice-SPARROW Team will provide training on eOffice-SPARROW Product to Master Trainers so that they can further impart training to end users of the Department. Apart from the initial level training, master trainers will also be trained by NIC eOffice-SPARROW team on feature sets to be provided in new releases so that training over same can be also be provided by them to the users of the Department. | NIC eOffice Project Division |
| 29. | Training Programme – III | | |
| 29.1 | Users | The Master Trainers identified by user Department will impart training on eOffice-SPARROW Product to the end users of the Department. Moreover, Master Trainers will also impart training on new features to users of the department, as and when released. | User Department |
| NOTE: PHASE III WILL START ONLY AFTER THE COMPLETION OF ACTIVITIES INVOLVED IN PHASE II | | | |
| PHASE III: IMPLEMENTATION | | | |
| S.No. | Activity | Description | Responsibility |
| 30. | Trial Run | During this time users have a fair knowledge of eOffice-SPARROW Product. APARs are generated from the custodian's account and subsequently forwarded to the officer for writing the Self Appraisal, followed by the Reporting / Reviewing / Accepting Authorities for Assessment and then to the custodian for disclosure of grades given by the various authorities and finally, after disclosure the PAR is forwarded back to the custodian for closing. | User Department |
| 31. | Acceptance from User Department on User Acceptance Testing (UAT) | User Department provides the acceptance to NIC eOffice Project Division that the APAR forms developed are correct and eOffice-SPARROW Product can be made live in the Department. | User Department |
| 32. | Go Live | From this date onwards, the eOffice-SPARROW Product goes live at user department and all the previous trial data generated in eOffice-SPARROW Product is deleted. | User Department |
| PHASE IV: MAINTENANCE AND SUPPORT | | | |
| S.No. | Activity | Description | Responsibility |
| 33. | Completion Certificate | User Department may submit eOffice Completion Certificate to NIC/ NICSI. For maintenance and support, refer to **Section 4.4**.  https://eoffice.gov.in/downloads/SPARROW/COMPLETION.pdf | User Department |

# 4.4 Maintenance and Support

The large scale implementation of eOffice product in various Government Organisatons calls for the necessity of a reliable support mechanism, to ensure the timely resolution of the bugs/issues reported by users.

eOffice Product adapts to the ever changing eco-systems around it (technologies, frameworks, operating systems, browsers, changes in the Government policies and processes) in the form of new releases and version upgrades.

In view of the above, support on the eOffice Product becomes critical to timely address the reported bugs/issues and feedback/change request.

## eOffice Portal

eOffice portal (https://eoffice.gov.in) provides details about all the products in the suite along with the implementation status. Portal also provides the links to all the released documentations/tools and Training site. Various developments related to eOffice are published on the eOffice portal from time to time.
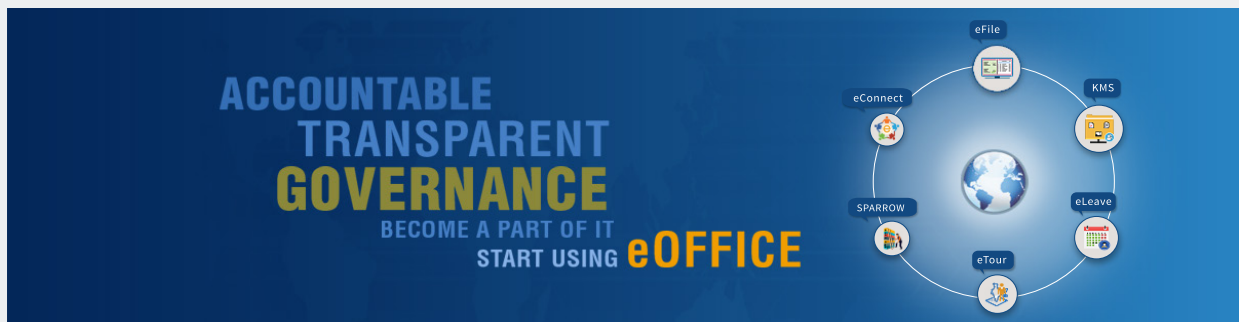
## Capacity Building Programme (CBP)

A systematic Capacity Building Exercise becomes an important activity for successful and sustained implementation of eOffice. For this, a training setup has been established by NICSI at National Data Centre, Shastri Park.

The Capacity Building Programmes on eOffice of 3-5 days duration are regularly conducted as per the calendar released on trainng site. The various CBPs conducted are as follows:
- CBP Level I (Users)
- CBP Level II (Master Trainers)
- CBP Level III (EMD and Product Administrators)
- CBP Level IV (NIC Officials)
- CBP Level V (System Administrators)
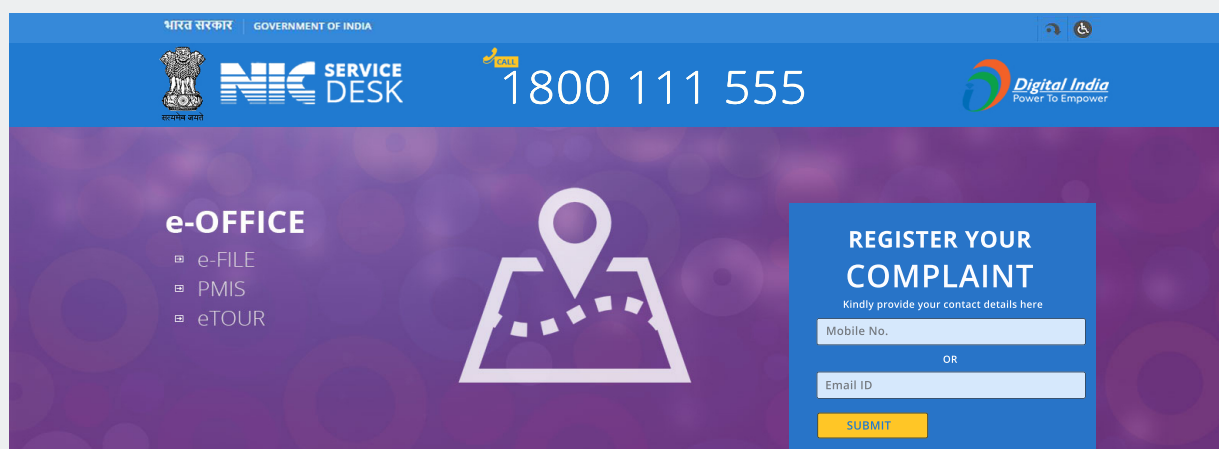
Users can apply online for relevant Capacity Building Programme through training calendar available at https://eoffice.gov.in.

## NIC Service Desk

NIC Service Desk is a common platform to register any issue/complaint for all NIC products.

All the issues pertaining to eOffice Product suite are required to be registered by phone (1800 111 555) or web (https://servicedesk.nic.in) on NIC Service Desk.

- User can register issues via NIC Service Desk.
- Fixing of issue includes the Remote Troubleshooting, Telephonic Assistance, Process Guidance, Installation Assistance etc.
- Status updation of registered ticket is a parallel activity on NIC Service Desk to keep the user updated.
- User can check the status of the registered issue and will also be informed once the issue is resolved/closed.

• Maintenance and Support •

## Feedback/Change Request

eOffice is a standard product implemented across Government of India. However, eOffice has the provision where Ministry(s)/Department(s) can provide Feedback/Change Request. All the Feedback/Change Request are compiled and checked for their feasibility for incorporation in future versions of eOffice Product.

Ministry(s)/Department(s) can register their Feedback/Change Request on eOffice Support Portal (https://support.eoffice.gov.in). Reported Feedback/Change Request goes through the process of analysis & feasibility, impact assessment followed by design, development, testing and roll-out.

- User can register Feedback/Change Request via eOffice Support Portal.
- Status updation of registered Feedback/Change Request is a parallel activity on eOffice Support Portal to keep the user updated.
- User can check the status of the registered Feedback/Change Request and will also be informed once the Feedback/Change Request is released.

## Version Control

### Changes in Office Procedures

eOffice is based on Central Secretariat Manual of eOffice Procedures (CSMeOP). For all kinds of organisation (Central Govt., State Govt., PSU, Autonomous Bodies, Educational Institutes, Constitutional Authorities, etc.), 90% of working procedures are similar and only 10% variation is found. Further, as automation increases, the expectation from users to have more features in eOffice also increases. These users vary from the lowest level to the highest level decision makers.

Feedbacks/Change Requests are implemented in generic manner as configurable parameters to the extent possible without compromising on usability or performance.
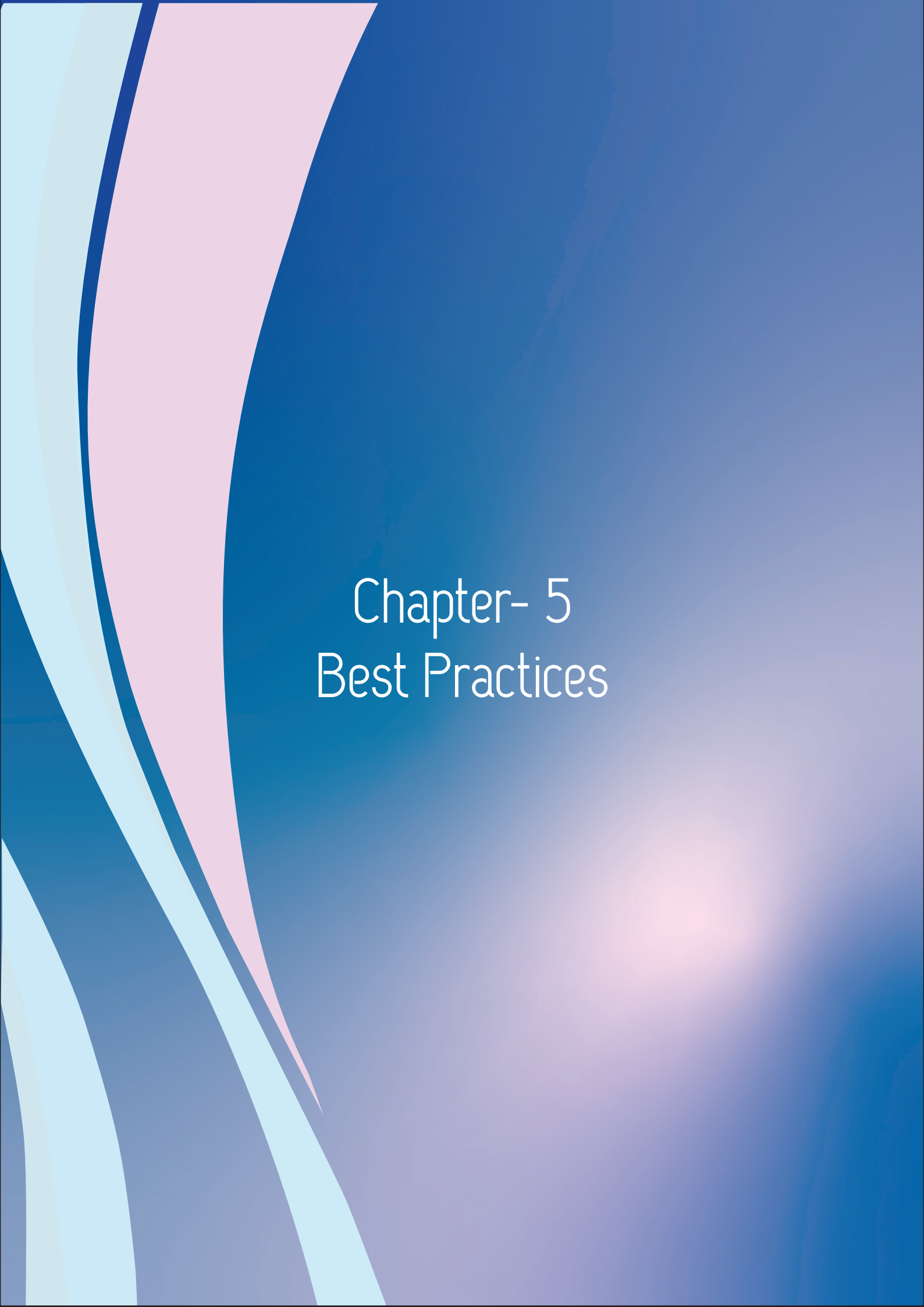
### Browser Compatibility

There are continuous efforts in making the product work on different devices (Desktop, Laptop, etc) and its ever changing underlying Environment/Platform (OS-Linux-RHEL, Ubuntu, Windows, Apple Macintosh, Browser – Mozilla, IE/Edge, Chrome, Safari, and etc.).

### Changes in policies of Government

Many a times changes in Government policies, for example: storing of AADHAAR in vault, DSC/eSign related specifications, etc., necessitate changes in software. These are accorded highest priority by upgrading and releasing the versions.

### Securing the Application

Product releases are also done on account of new vulnerabilities discovered in development frameworks/OS/SSL etc. as per CVE (Common Vulnerabilities and Exposures) advisories. To address these, patches are applied on highest priority by upgrading and releasing the versions.

# Chapter- 5
# Best Practices

# 5.1 Best Practices and Road to success

Best Practices provide for clear description of set of processes, procedures and guidelines when adopted, will result in successful & sustained implementation. These practices ensure better and faster decision making, eventually improving the overall performance and productivity of the user organisation.

eOffice is getting adopted across the country as "ONE INDIA ONE PRODUCT", fulfilling the needs of various implementing organisations. Rolling out eOffice is a step by step process and has been detailed in previous chapter. Implementing eOffice in a manner that seamlessly transitions from physical files to electronic files, requires utmost care and best practices to be followed. Though each organisation has its own way of working but the following best practices have proved to be a key factor in road to successful and sustainable eOffice implementation.

## Commitment from Top

- An organized & stable Governance Structure and Project Implementation Unit with clear roles, responsibilities, roadmap, plan & strategy is required for smooth and sustainable implementation.
- Regular review by Project Steering Committee for project deliverables & enforcement is required for smooth implementation.
- eOffice should be mandated by Department.

## VIP Letter recording

- VIP Category must be selected while diarizing the VIP letter received in the Department.

## Closing of receipts and files

- Receipt(s)/File(s) must be closed with appropriate remarks once the action has been completed.

## Dispatch recording

- Any dispatch sent outside the department must be recorded in eOffice application. This will help to keep the record of outward-communication.

## Advanced search

- As a best practice, Advance Search Scope should be set as "Section Down the Line Hierarchy" so that subordinate(s) cannot Pull File(s)/Receipt(s) of their reporting.

**Setting up of Units and Provisioning of Manpower Resources for each unit:** Required for smooth, successful and sustainable implementation of eOffice at user department.

### Digitization, Diary and Dispatch Unit
- Assist user department in scanning, digitization and migration activities.
- Ensure that all the papers (notings, receipts, etc.) need to be scanned as per the standard scanning guidelines.
- Ensure that the meta-data at the time of diarization and dispatch must be filled properly.

### Capacity Building Unit
Master Trainers identified by user department may be deputed in this unit for:
- Planning, scheduling, managing and tracking the training activities to be held for senior management/users/dealing hands on the application.
- Providing continuous training and hand-holding to end users of the department.
- Providing training and hand-holding on new features to the end users of the department, as and when released.
- Testing of the new versions and features of eOffice, as and when released.

### Data Management, On–site Support and Helpdesk Unit
EMD Managers and On-site Roll Out Team identified by user department may be deputed in this unit for:
- Preparation and Population of eOffice Master Data [Employee Master Details (EMD), Organization Details. Reporting Structure, File Heads, etc.] into the application.
- eOffice user account creation, whenever a new employee joins the organization.
- Managing inter/intra-departmental transfers, promotions, retirement.
- Providing roles and privileges as per the working of the organization.

The On-site Roll Out Team and Helpdesk Unit are responsible for following:
- Provide trouble-shooting support to end users facing problems in eOffice.
- Respond to telephone calls and emails received from users looking for help with issues related to eOffice.
- Testing of the new versions and features of eOffice, as and when released.

### Non-SFS

- It is recommended to always open new files using Non-SFS option for automatic sequential file number generation.

### Monitoring

- MIS Reports can be used for monitoring at appropriate level.

### Meta-data

- Receipt(s)/File(s) should be created with appropriate metadata for efficient searching.
- Preparation of SOP for dealing with different cases.

### Change Management

- Capacity Building of employees on regular basis.
- Moral boosting of employee with appreciation for good performance.
- Guiding them about how the application will help them in their official work and increase in their productivity & efficiency.
- Give them a feeling of direct/indirect contribution of growth and development of country as well as saving the environment by adopting a paperless working environment.

### Non-sharing of eOffice login credentials

- All personal staffs such as PPS, PS, PA etc. attached with an officer are strongly recommended to use their individual login ID to access eOffice rather than using officer's login credentials.
- Using of individual login ID ensures the accountability of attached staff and restricts unwanted access of confidential notes.
- Officer need not share their login credentials of eOffice account with anyone including PPS, PS, PA etc.
- eOffice allows officer to share his/her work with his/her PPS, PS, PA etc. Apart from this, there is a provision to delegate the officer's account with his/her PPS, PS, PA etc. using role based Delegation module.

# Chapter- 6
# New Generation – eOffice

# New Generation- eOffice

Simple systems of tracking File(s)/Receipt(s)/APARs, commonly known as tracking systems, were developed by many organisations more than a decade back. These systems were mostly organisation specific and lacked standardisation. Over a period of time, eOffice applications eventually evolved as matured platform with products where Government functioning and processing on files and PARs were made online in generic and uniform manner.

eOffice was based on Central Secretariat Manual of Office Procedure (CSMoP) and hence was easily implementable by any Government organisation including Central Government Ministry(s)/Department(s), State/District Governments, PSUs etc.

As eOffice product was rolled out in different kinds of organisations with a huge user base, varying from highest levels in the Government to the lowest, the feedback and change requests from them enriched the product in unparalleled way.

Going forward, eOffice would attempt to further work towards the following:

- Unify e-Office into a platform with interfaces/linkages with other departmental applications and dashboards.
- Offline functionality.
- Localised eOffice say Kannada eOffice, where user will provide their language specific menus, commands and error messages to customise eOffice software for use in their language.
- Standardization of internal & external processes to bring structured approval process as opposed the present free flowing noting.
- Single Knowledge Repository for the Government.
- Build Artificial Intelligence to identify decisions as precedent for decision makers for future cases/subjects to quickly arrive at decisions and also achieve "observance of precedent". While writing notes smart Compose feature powered by machine learning to offer suggestions as one types or suggest the recipient while sending the file.
- Virtual assistants to intelligently perform the task of searching files and documents in a way that is efficient and different form the present search interfaces(typical of a web based application).
- Efficiency enhancement by re-engineered processes and building in smart chatbots to assist while working in eOffice.

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